

CORRECTIONAL INSTITUTION INSPECTION COMMITTEE REPORT
ON THE INSPECTION AND EVALUATION OF
NOBLE CORRECTIONAL INSTITUTION

Prepared and Submitted by CIIC Staff

February 12, 2010

TABLE OF CONTENTS

	PAGE
INSPECTION PROFILE.....	8
Areas and Activities Included in Inspection	
INSPECTION SUMMARY.....	9
Inspection Summary and DRC Follow-Up	
Communication.....	10
Staff	
Entry Officer	
Overall	
Warden Praised	
Rounds with a Blackberry	
Grievance Procedure.....	11
Overcrowding, High Inmate Turnover, Fights, Tension.....	14
Influx of Short Term, Flat Time Offenders.....	15
STG Records Sharing with DYS	
Under 21 Unit.....	16
OC/Pepper Spray.....	17
Money to/from Anyone	
Tobacco Ban/Smuggling/Tension/Ashtrays.....	18
Racial Disparity of Staff/Inmates	19
Cost Savings	
Access Secure Pack/Music Screening.....	20
Physical Facility	
Library	
Sanitation	
Programs.....	21
Idleness, Scarcity of Programs/Activities, Waiting Lists	
Paperwork Instead of Programming.....	22
Mandatory GED Concern and Scarce Resources	
Turf Management and Carpentry.....	23
Security Threat Groups	
Recovery Services	
Mandatory Substance Abuse Program Optional	24
Multi-Racial NAACP	
Segregation	

TABLE OF CONTENTS

	PAGE
Food Service.....	25
IDR Atmosphere	
Inmate Comments	
Mice.....	26
Loosely Covered Items	
Toast Crumbs	
Gloves Absent	
The Meal	
Temperatures	
Culinary Arts Proposal for Former Staff Dining Room	
Inmate Concerns.....	27
Racial Issues	
Cuyahoga County and NCI.....	28
Idleness, Programs	
Access to Phone for Hispanics	
Incentives.....	29
Ear Deformity	
No Dentures or Partial.....	30
Towels/Bedding	
 INTRODUCTION TO THE QUESTIONNAIRES	
Correctional Faith Based Initiatives	
Adult Expectations	
CIIC STATUTORY REQUIREMENTS.....	32
I. ATTENDANCE AT A GENERAL MEAL PERIOD	
Staff Discussion	
Inmate Dining Room	
Kitchen	
Former Officers' Dining Room.....	34
 <i>EXPECTATIONS QUESTIONS AND RESPONSES: FOOD SERVICES</i>	
II. ATTENDANCE AT A REHABILITATIVE OR EDUCATIONAL PROGRAM.....	36
Carpentry	
Turf Management.....	37
Satisfaction Survey	
Needs Assessment	
Programs.....	38
Religious Services Programs.....	40
Community Services Projects	

TABLE OF CONTENTS

	PAGE
<i>EXPECTATIONS QUESTIONS AND RESPONSES: LEARNING SKILLS AND WORK ACTIVITIES</i>	42
CIIC STATUTORY REQUIREMENT:	
III. ASSIST IN THE DEVELOPMENT OF IMPROVEMENTS	46
Listening Session for Representative Group of Staff	
Inmate Communication on Site.....	49
Inmate/Staff Relations	
Medical Services	
Sanitation	
Young vs. Old.....	50
Segregation	
Programs	
Food Services	
Incentives	
Reduction in Free Envelopes	
Institution Assignment	
Property Concerns.....	51
Phone	
Cashier.....	41
Recreation	
Sentence	
CIIC Contacts and Reported Concerns	
Table 1. Number of Reported Concerns Received by CIIC Regarding NCI from January 1, 2009 to February 4, 2010.....	53
The Library: Creation or Expansion of Minority Book Sections.....	55
Noble CI's Library	
<i>EXPECTATIONS QUESTIONS AND RESPONSES: LIBRARY</i>	56
CIIC STATUTORY REQUIREMENT:	
IV. THE GRIEVANCE PROCEDURE	59
Inspector Activity Reports	
Areas Inspected.....	60
Table 2. Frequency and Areas Inspected by Inspector in a Nine Month Period in 2009	
Orientation on the Grievance Procedure.....	61

TABLE OF CONTENTS

	PAGE
Table 3. Inspector Activity Reports 2009: Number of Kites, Court of Claims Investigations, Approved Property Settlements, Outside Agency Contacts, Other Outside Contacts, Inmates Seen in Open Office Hours.....	61
Special Assignments, Meetings, Seminars	
Inmate Communication.....	62
Outside Contacts	
Property Loss	
Table 4. Inspector Activity Reports 2009: Areas Inspected by Date, Orientations Presented and Number Attending, and Special Assignments, Meetings and Seminars by Date.....	64
Grievance Data.....	65
Table 5. Number of Grievances and Informal Complaints Received at NCI by Month in 2009	
Table 6. Number of Granted Grievance Dispositions with Status of Problem Correction and Month in 2009.....	66
Table 7. Grievance Dispositions Denied by Month in 2009 with Reason for Denial.....	67
Table 8. Number of Grievances Granted and Denied by Subject in 2009 at the Noble Correctional Institution.....	68
<i>EXPECTATIONS QUESTIONS AND RESPONSES:</i>	
<i>COMPLAINT/GRIEVANCE PROCEDURE.....</i>	69
<i>EXPECTATIONS QUESTIONS AND RESPONSES:</i>	
<i>STAFF-PRISONER RELATIONSHIPS.....</i>	72
FACILITY PROFILE.....	74
Table 9. Noble CI Budget Comparison for FY 2004 to 2010	
Table 10. Daily Cost Per Inmate Comparison for FY 2004 to 2010	
Table 11. Annual Cost Per Inmate Comparison for FY 2004 to 2010	
STAFF DATA.....	75
Table 12. Racial and Gender Breakdown of Employees with Number and Percent as of August 2009	

TABLE OF CONTENTS

	PAGE
Table 13. Uniformed Security Staff Breakdown by Gender with Number and Percent as of August 2009.....	76
INMATE DATA	
Table 15. Inmate Racial Breakdown with Number and Percent as of August 2009.....	77
Table 16. Breakdown of Inmates by Security Level with Number and Percent as of August 2009	
CROWDING	
Table 17. Prison Rated Capacity with Population as of November 2, 2009 and Percent of Capacity.....	78
Table 18. Percent of Capacity by Institution with Inmate Population on August 3, 2009.....	79
USE OF FORCE.....	80
Table 19. Use of Force Incidents by Month in 2009 with Racial Breakdown.....	81
Table 20. 2009 Use of Force Incidents Assigned to a Use of Force Investigating Committee by Month with Racial Breakdown	
OC Spray.....	82
Security Threat Groups	
<i>EXPECTATIONS QUESTIONS AND RESPONSES: BULLYING AND VIOLENCE REDUCTION.....</i>	84
<i>EXPECTATIONS QUESTIONS AND RESPONSES: SECURITY AND RULES.....</i>	89
MEDICAL SERVICES.....	91
Table 21. NCI Medical Monthly Institutional Statistical Summary, May through July 2009	
MENTAL HEALTH CASELOAD.....	93

TABLE OF CONTENTS

	PAGE
Table 22. Mental Health Classification Definition with caseload System-wide and at NCI on November 30, 2009.....	93
Table 23. Percent of Prison Population on the Mental Health Caseload by Institution in 2008.....	94
Table 24. Monthly Average on Mental Health Caseload by Institution and Mental Health Classification in 2008.....	95
<i>EXPECTATIONS QUESTIONS AND RESPONSES: SELF HARM AND SUICIDE.....</i>	96
ADDITIONAL ASPECTS OF THE INSPECTION.....	100
Entrance	
Institutional Grounds	
Pre-Inspection Meeting	
Housing Units.....	101
Under 21 Housing	
Unit A One.....	102
Unit C Two.....	103
Unit C One	
<i>EXPECTATIONS QUESTIONS AND RESPONSES: RESIDENTIAL UNITS – OVERVIEW.....</i>	104
<i>EXPECTATIONS QUESTIONS AND RESPONSES: RESIDENTIAL UNITS – CLOTHING AND POSSESSIONS.....</i>	107
<i>EXPECTATIONS QUESTIONS AND RESPONSES: RESIDENTIAL UNITS – HYGIENE.....</i>	108
SEGREGATION.....	109
<i>QUESTIONS AND RESPONSES: CORRECTIONAL FAITH BASED INITIATIVES TASK FORCE RECOMMENDATIONS.....</i>	111
<i>Infrastructure</i>	
<i>Alternatives to Incarceration.....</i>	115
<i>Institutional Programming.....</i>	117
<i>Reentry Programming.....</i>	119

**CORRECTIONAL INSTITUTION INSPECTION COMMITTEE REPORT
ON THE INSPECTION AND EVALUATION OF
NOBLE CORRECTIONAL INSTITUTION**

INSPECTION PROFILE

Date of Inspection:	August 13, 2009
Type of Inspection:	Unannounced
CIIC Member and Staff Present:	Representative Tyrone K. Yates Shirley Pope, Executive Director Toni Del Matto, Inspector Gregory Geisler, Inspector Adam Jackson, Inspector
Facility Staff Present:	Edwin Voorhies, Warden Tim Buchanan, Deputy Warden Norm Robinson, Deputy Warden Brenda Duffy, Business Administrator

CIIC spoke with many additional staff at their posts throughout the course of the inspection. The inspection also included a listening session with a representative group of facility staff in which each had the opportunity to relay areas of pride, as well as problems, issues, concerns, and/or recommendations for improvements.

Areas/Activities Included in the Inspection:

Entry/Visitor Processing
Pre-Inspection Meeting and Expectations Survey

General Population Housing Units
General Population Recreation

Segregation Unit

Attendance at Meal Period
Kitchen/Food Storage
Inmate Dining Hall

Library/Law Library
Attendance at Educational/Rehabilitative Program
Carpentry Program
Horticulture/Turf Management Program

Meeting with Representative Group of Staff

Closing meeting with administrative staff

INSPECTION SUMMARY

On August 20, 2009, the CIIC Director provided the following inspection summary to the DRC Assistant Director, South Regional Director, and Warden. Although the goal is always to complete the full inspection report within 30 days of the inspection, the volume of inspections conducted in the time period, a total of 17 from August 2009 through January 2010, caused an unavoidable delay in the completion of the full report in this instance.

Verbal communication to the Warden is always provided at the closing immediately following the inspection prior to leaving the institution. The purpose of the closing is to ensure that any serious issue or concern is shared with the Warden who has the authority to determine the facts and to take any corrective action found warranted. The detailed written inspection summaries serve to provide prompt, yet more detailed communication to the Warden and key DRC central office staff for their information and evaluation. The following inspection summary was provided to such staff on August 20, 2009.

On February 12, 2010, the CIIC Director provided the Warden and DRC Director with an opportunity to preview the full report on the NCI inspection, and to provide feedback on any perceived errors, inaccuracies or needed clarification. On February 22, 2010, extensive DRC follow-up communication was received. Included was a detailed response of February 17, 2010 from the Warden to the South Regional Director which contained, *“Noble Correctional Institution appreciates the thoroughness of the Inspection team during their August visit. The inspection summary report serves as a guide for our staff to build upon an already high standard of service.”*

A careful review was made of the extensive information provided, which was most appreciated and extremely impressive. It is believed to be one of if not the most thorough and positive responses to a CIIC inspection report in the CIIC’s history. It certainly demonstrates a careful review of the substance of the inspection report and follow-up action to address concerns or bring about improvements. The information in its entirety has been inserted in the relevant section of the below summary, identified as “DRC Follow-Up Communication” with the content italicized. Additional information referenced as attachments have been cited and summarized as to content, again in the appropriate section to which they pertain.

INSPECTION SUMMARY AND DRC FOLLOW-UP COMMUNICATION

Staff:

- **Entry Officer:** The Correctional Officer who processed CIIC was very professional.
- **Overall:** NCI staff were cordial, accommodating and presented as enlightened professionals. CIIC was most impressed by the positive attitude toward their work, their enthusiasm and motivation. They openly discussed issues of concern and offered their ideas and innovative solutions.
- **Warden Praised:** Staff relayed how sad they are to see Warden Voorhies leave NCI for the South Regional Director's position, but they were pleased to hear assurances that the new Warden, Warden Banks is very much like Warden Voorhies. Staff relayed that Warden Voorhies made NCI a "better place" during his 17-18 months as Warden. He was described as an "amazing Warden," one who "really listens," one who "interacts" with inmates and staff, and actually "tries suggestions."
- **Rounds with a Blackberry:** A unique practice of the Warden was discussed in the pre-inspection meeting. The Warden has a "Blackberry list" in which he documents inmate's concerns on his blackberry while he makes rounds. The Warden then forwards the information to the appropriate supervisor to address the issue. According to the Warden, 90% of the time, staff has already addressed the inmate concerns. The practice was attributed to improving accountability, as well as the comment that staff do not want to be on his "Blackberry list." The Warden expressed the importance of giving inmates what they have coming, to provide safety, security and programming, and taking care of the little problems or they will escalate.

DRC Follow-Up Communication

Staff: *Noble Correctional Institution takes pride in the professionalism of our committed team of employees. The Visitor/Entry Training Module continues to be used to assist employees in the empathy and understanding of visitor concerns and customer service when interacting with the general public. Those correctional officers permanently assigned to posts requiring daily interaction with the general public receive a four (4) hour block of training on this subject. Additionally we have incorporated a reduced presentation that is being used for all staff in our 2010 annual in-service training.*

- Grievance Procedure:** The Warden cited the effectiveness of the Inspector, and added that the Inspector has open office hours when inmates can walk into his office. The Inspector reportedly resolves many problems that result in the inmate never having to file an informal complaint. The Inspector reportedly does a “terrific job.” The CIIC was most pleased to learn from the Warden of the intention to assign a cross section of staff to discuss the results of the grievance procedure surveys as presented in individual prison reports. The group would analyze the survey results and identify valid issues.

DRC Follow-Up Communication

Grievance Procedure: *The inspector continues to hold open office hours three (3) days a week and reports seeing an average of 60-75 inmates per week. These open hours continue to be an effective means of problem solving and information sharing between the offender population and administrative staff. In October of 2009 the inspector’s grievance procedure survey committee provided a written report of their findings from submitted survey responses (report attached). The committee concluded that the majority of raised concerns could be addressed through offender orientation and employee in-service. The necessary focus has been included in both presentations and as noted will be regularly monitored to ensure compliance and effectiveness. As noted in the August inspection summary, Inspector Joe Williams continues to play a large role in the success of the offender relations at NCI.*

Grievance Procedure Survey Review and Action Plan: *Included in the DRC response was communication dated October 5, 2009 from the CIIC NCI Survey Committee to the Warden. It was noted that NCI received the May 2009 report on the results of the CIIC grievance procedure survey in which 76 NCI inmates completed and returned surveys out of 348 inmates who received a survey. It was noted that that Warden Voorhies assigned the task of forming a committee to look at the various allegations. The Inspector served as chairperson of the six member committee. The Inspector wrote the following on behalf of the survey committee, to which Warden Ed Banks responded on October 13, 2009, concurring with the action plan and quarterly follow-up to ensure compliance:*

The committee felt that the vast majority of the issues are being addressed through inmate orientation and our annual in-service Training for all staff. As inspector, I will be emphasizing during the inspector portion of this year’s in-service the Inappropriate Supervision areas of my lesson plan for training year 2009-2010. A number of the survey complaints were inappropriate supervision related. We address this yearly at our in-service but will lean more heavily on it

following the CIIC survey results. However, eight of the questions the committee felt could be addressed through new and improved measures. Those eight issues are addressed in detail in the attached NCI IIS Action Plans. It is the opinion of the committee that the inspector should be allotted a time slot in this in-service training. Currently the grievance procedure is not part of the mandate curriculum for training year 2009-2010. With such an opportunity to address the entire body of the NCI staff the committee feels that gains will be made in the survey complaint areas. In summation, the committee feels that through initiation of our Action Plans and including an IIS in-service presentation, NCI can address most all areas of the survey complaint and alleviate many of those complaints.

A five page NCI IIS Action Plan was provided with the DRC follow-up communication including the staff with responsibility for each step, the timeline for completion, resources available and needed, potential barriers, and the communications plan. The action plan is summarized below:

Survey Questions 1 and 7:

Purpose: To improve the function, utilization and support of the inmate grievance process at NCI and to directly address survey questions 1 and 7.

Complaint: The informal complaint process is difficult to understand.

Goal: To better explain an already simple process so that all inmates comprehend and feel comfortable in utilizing the ICR process

Step 1: Display the ICR diagram behind glass (bulletin boards) in all dorms with simple concise instructions.

Step 2: Display a laminated explanation of all areas where the ICR's can be obtained and an advisory as to the bulletin board information.

Step 3: Quarterly review of process

Survey Questions 2, 8 & 19

Purpose: To improve upon the function, utilization and support of the inmate grievance process at NCI. Address survey questions 2, 8 & 19.

Complaint: The formal grievance process is difficult to understand.

Goal: To better explain an already simple process so that all inmates comprehend and feel comfortable utilizing the N.O.G. process.

Step 1: Display the ICR/NOG diagram behind glass (bulletin boards) in all dorms with simple concise instructions.

Step 2: Display a laminated explanation of all areas where the NOG's can be obtained and an advisory as to the bulletin board information.

Step 3: Quarterly review of process

Survey Question 3

Purpose: To improve upon the function, utilization and support of the inmate grievance process at NCI. Directly address question 3.

Complaint: The grievance appeal process is difficult to understand.

Goal: To better explain the grievance appeal process

Step 1: Display the grievance diagram behind glass (bulletin boards) in all dorms with simple concise instructions.

Step 2. Pass Tri-fold orientation handout at all incoming loads.

Step 3. Quarterly review of process.

Survey Question 4

Purpose: To improve upon the function, utilization and support of the inmate grievance process at NCI. Directly address survey question 4.

Complaint: The process for filing a grievance against the Warden or IIS is difficult to understand.

Goal: To better explain the grievance process when the complaint is against the Warden or IIS.

Step 1: Prepare new IIS open office flyer.

Step 2: Display the IIS Open Office Hours flyer with a short explanation of an Original grievance process. (In all living areas)

Step 3: Monthly review during dormitory inspections

Survey Question 15

Purpose: To improve upon the care given to inmate complaints by NCI Supervisors. Directly address survey question 15.

Complaint: NCI supervisors fail to resolve complaints fairly.

Goals: To better advise Supervisors in leadership solutions involving inmate complaints.

Step 1: Meet with all NCI exempt staff.

Step 2: Advise NCI exempt staff of techniques they can utilize in dealing with inmate complaints.

Step 3: Annual review following 09-10 In-Service year.

- Overcrowding, High Inmate Turnover, Fights, Tension:** Staff expressed serious concern regarding overcrowding and the growing turnover of their inmate population, cited as among the greatest challenges. Staff relayed that there is “rarely an empty bed here.” Staff relayed that in past years, they actually knew their inmates, something that aided safety and security. However, in the last few years, turnover is reportedly 220 per month, equivalent to a whole dorm. They have tracked the population, and found that they have had a complete turnover of inmates in just one year. Crowding has reportedly resulted in increased tension, fights, assaults, and safety and security concerns for staff personally and for their co-workers. The perceived increasing danger was cited as a “huge concern.” Staff cited merit to the increase in earned program days to “get the short termers out,” but it does not control their behavior. The inmates were characterized as saying, “I’m doing my time. There’s nothing you can do to me. I don’t care.”

DRC Follow-Up Communication

***Overcrowding, High Inmate Turnover, Fights and Tension:** At the time of this response, the total inmate count at NCI is 2,485. Inmate turnover averages 147.75 inmate releases a month verses an average intake of 191.91 which does represent a high offender turnover rate. Unit staff continues to play a key role in identifying problematic offenders, managing unit operations and working; to provide programming to address individualized offender needs. In reviewing the last nine months (5/1/09 through 2/2/10) of rules infraction board activity, 516 conduct reports have been written for fighting and 11 convictions for assault with a weapon. (It should be noted that for the month of May 2009, 68 conduct reports were issued for fighting. It was in May that NCI dealt with a large yard disturbance which accounted for the bulk of these reports.)*

Weekly Executive Staff meetings, monthly Department Head meetings and recently begun “population management” round tables provide an arena for quality information sharing to monitor and respond to institutional operational concerns. In October of 2009, a meeting was held between NCI staff and the Noble County Prosecutor to address a joint effort in responding to criminal activity by our inmate population. Additional dialogue between both parties provided information now being shared during annual in-service to improve on staff report writing and court hearing presence. The Ohio State Highway Patrol continues to be a committed partner in the pursuit of criminal charges through investigative support and guidance.

- Influx of Short Term, Flat Time Offenders:** One inmate stated, “This camp doesn’t have convicts. Ninety percent are doing less than two years!” Young, short term, flat time offenders were described by facility staff as the most difficult, most disrespectful, and most defiant of rules of order, of all inmates. They know when they are getting out on a certain date regardless of their rule violations. Staff noted the loss of the deterrent to misconduct which is provided by the Parole Board. That is, the Board considers one’s conduct record in deciding the release date of those serving indefinite sentences, so that inmates are highly motivated to follow rules to impact a favorable release decision. The fact that flat time offenders have a definite release date regardless of their rule violations was reported to have had an adverse affect on managing inmate behavior in the prisons. Widespread inmate correspondence since the beginning of flat time has relayed the frustration of those serving indefinite sentences stemming from living with inmates who are serving definite sentences. Consistently, the inmates reported that the flat timers’ behavior creates serious problems for the other inmates. Facility staff relayed that what was termed “bad time” in which time specific days were added to one’s outdate, as penalty for rule violations, “worked.” Although the practice was ruled unconstitutional, it was suggested that the concept would be worth exploring to accomplish the same effect consistent with the constitution.

DRC Follow-Up Communication

Influx of Short Term, Flat Time Offenders: *NCI currently houses 2,485 offenders with the average sentence being 3.45 years. The issue of indeterminate verses determinate sentences is one that is continually raised as we work to employ the most effective means of managing short term offenders. NCI currently operates two (2) short term offender programs, Turf Maintenance and Carpentry. Both programs are reported as being successful and provide necessary life skills to offenders prior their release. We are constantly assessing our offender population to ensure the most effective and efficient means of operation.*

- STG Records Sharing with DYS:** On a recent inspection elsewhere, staff relayed that STG staff would greatly appreciate any assistance in allowing DRC staff to have access to STG records of juveniles who were in DYS facilities, who now are in the prison system. When asked about the issue, NCI facility staff indicated that meetings have been held with NCI staff and DYS staff to share insight, but that there is clearly room for improvement.

DRC Follow-Up Communication

STG Records Sharing with DYS: *Recently facilitated regional STG meetings with multi-agency attendance have created an information sharing network for*

statewide STG activity including DYS, FBI, Homeland Security and local law enforcement. These meetings were facilitated by Mr. Vinko, STG Investigation Coordinator, and are planned to be regularly scheduled. It is my belief these meetings alone will improve upon overall tracking, monitoring and identification of STG activity both at NCI and statewide.

- **Under 21 Unit:** Staff expressed serious concern regarding the under 21 housing unit, described as “the worst in our compound,” because all of them reportedly want to be “the next big guy.” Facility staff relayed that the group should be broken up and “spread throughout the population.” DRC is reportedly required by federal law to house the under 21 offenders in the same unit. Staff described the requirement as the “worst policy” and a “destabilizing policy.” Staff and inmates alike described the unit as a breeding ground for gang activity, where they gain strength in numbers. Inmates and staff alike cited the lack of common sense to house the age group together, when spreading them around throughout general population would reportedly weaken the negative forces. One inmate who just left the dorm, termed the concept of the under 21 dorm as “stupid.” Reportedly, “All the new guys join gangs.” Numerous white inmates in the under 21 unit expressed concern for their safety. White inmates in the unit and in the dining hall commented that, “You don’t want to be white and be in that unit!” “I’m not safe and don’t feel safe here,” “Jail was easier. It’s definitely not safe here.” Other white inmates spoke of personal safety problems, and relayed that the unit needs more staff supervision, because “a lot goes on” without the knowledge of staff. One inmate relayed that the unit is “not well supervised. They have ways to get around it.” Inmates in the unit reportedly know how to get away with predatory activity. The most frequently cited gang in the unit was the Heartless Felons from the Department of Youth Services juvenile correctional facilities, though staff relayed that they have the “Head Busters,” too. The Unit Manager of the unit relayed that he has an open door policy, so that any inmate can talk to him about any problems. However, inmates were very conscious of which inmates were watching as they spoke to the CIIC team. One white inmate was clearly intimidated when a black inmate approached to listen, and quickly started talking about cleaning supplies instead of safety concerns. On the inspection of the Belmont Correctional Institution, it was learned that they have no one housing unit for those under 21. However, such inmates are in a designated row of each dorm, spread throughout the compound. In contrast to a very large volume of concerns expressed about the under 21 group at NCI, few complaints were received from inmates or staff regarding these young offenders at Belmont CI. At BCI, older inmates said that they merely leave them alone because they “listen to no one.” If Belmont CI’s method of housing them together in a row, but in a dorm with older inmates, meets the federal requirement, then this method should by all

means be considered by NCI and other Ohio prisons with under 21 inmates all in one unit. At Belmont CI, the inmates were notably polite and respectful, whereas at NCI, staff described the under 21 group as boldly disrespectful. By dwindling the size of their group by spreading them around the compound, and providing them with more exposure to the other inmates' words and actions, they may be learning something positive through observation.

DRC Follow-Up Communication

Under 21 Unit: *The current racial breakdown for the under 21 unit (dorm A-1) is 50.42% white, 47.92% black and 1.67% other which clearly supports a balanced environment for those housed in dorm A-1. In December of 2009, NCI began to transition the orientation component of this unit to dorm E-1 which has resulted in a reduced number of perceived intimidation complaints. In addition this has created a more established unit population with reduced inmate movement allowing dorm staff to better identify and familiarize themselves with the population. NCI currently has no identified Heartless felon offenders on our compound, dorm A-1 is currently housing 16.25% or 39 inmates with identified STG affiliation representing 13 different groups/sets. Dating back to March 16, 2009, A-1 operated without a regularly assigned corrective counselor (sergeant) due to extended medical leave in that position. In January of 2010, the permanently assigned sergeant returned to full duty which has brought that unit back to a fully complimented unit staff component.*

- **OC/Pepper Spray:** Staff praised the Warden for allowing line staff to carry OC/pepper spray. One officer relayed, "Pepper spray works!" Although some staff on the compound stated that they have never yet used the spray, it makes them feel safer just to have it. The Warden (and security staff) cited impressive results since the increased carry of OC spray. Its most effective result has been in the reduction of staff injuries stemming from use of force incidents. Though not the main intent of increased carry of OC spray, use of force incidents have significantly been reduced. Staff relayed that it is an effective means to break up crowds which tend to gather around a fight. Often, the warning that OC spray will be used has shown to be enough to gain compliance with an order. The Warden trained staff on how to properly use the spray.
- **Money to/from Anyone:** Since the changes to the DRC rule, inmates can receive and send money to anyone even if they are not on their visiting list. According to staff, inmates have reportedly used the system to extort other inmates. Staff relayed "Everybody sees it," that four to six cash slips are issued from one inmate to another inmate's mother "because they owe," which may or may not be true.

There appeared to be genuine concern on the part of staff that the extortion or business transactions are going on, and that nothing appears to be stopping it. Unit staff reportedly turn in suspicious activity to the Investigator, and the commissary reportedly tracks it, too. Staff relayed that although the Inspector also had to serve as Investigator in recent times, there is now a full time Investigator. It was relayed that the information turned in by staff has in fact been investigated, even though the staff may not be aware of the fact. However, the staff who expressed the initial concern regarding the activity seemed most frustrated to not see evidence of any action taken to stop the behavior. Some staff urged that the DRC policy be changed to limit sending and receiving money to persons on their approved visiting list. While some indicated that the dealing and extortion still went on under the old policy, numerous staff were adamant that under the old policy, the dealing and extortion was never so blatant. Numerous staff strongly expressed their opinion that the old policy should be reinstated.

DRC Follow-Up Communication

Money to/from Anyone: *The investigator position at NCI was permanently filled in August 2009. The investigator now six (6) months into his new position has taken an aggressive role in responding to reported suspicious activity/information.*

- **Tobacco Ban/Smuggling/Tension/Ashtrays:** Staff considers the tobacco ban to be “a real plus here.” Staff noted that now, there is an “outbreak in hooch.” However, inmates expressed great concern over the tobacco ban. One asked when the tobacco will be coming back, adding “It’s going to cause riots.” It reportedly “makes people nervous, and people are getting into debt.” A finger tip length of tobacco is reportedly selling for five dollars. Inmates relayed that inmates are nervous and their anxiety is high because of the tobacco ban. Some blamed the reported tension on the tobacco ban. Staff relayed incidents in which there had been staff involvement in smuggling in tobacco products to inmates. The outside compound at NCI still has a large number of combination ashtray/trash cans near the entrance of housing units and other areas. The presence of the ash trays alone can trigger the perceived need to smoke.

DRC Follow-Up Communication

Tobacco Ban/Smuggling/Tension/Ashtrays: *In November of 2009, NCI began the practice of irregularly scheduled “staff shakedowns.” These searches involve selected exempt staff participating in the search of the incoming shift. The search includes a thorough property search, removal of shoes and a same gender pat down. Since this time, eight (8) staff members have been disciplined for the possession of tobacco or tobacco products. As stated earlier the investigator*

along with the Ohio State Highway Patrol continually investigates any suspicious activity or reported conveyance/usage attempts. NCI is in the ordering phase of additional signage for our interior and exterior properties as added notification for those entering the facility/grounds. All ashtrays have been removed from the interior and exterior grounds. Additionally, we continue to educate staff of our “Zero Tolerance” stance on this issue through electronic correspondence, staff meetings and staff briefings.

NCI continues to see an increase in conduct reports issued for unauthorized possession, manufacture or consumption of drugs or any intoxicating beverage (hooch) as well as the procurement or attempt to procure of such totaled 192 for calendar year 2009. We continue to conduct regular property searches of our inmate population at an established minimum of 3 per shift (1st and 2nd only) and all common areas searched during the third shift. A revision to the rules infraction board sanctions for these offenses is also being discussed.

- **Racial Disparity of Staff/Inmates:** Of the inmate population of 2,484, 54.34 percent are white, 44.44 percent are black, and 1.21 percent are “other.” However, of 420 staff, 405 are white, comprising 96.43 percent, 12 are black, comprising 2.86 percent. There are also two Asian and one Native American employee(s). One black inmate relayed with emotion, “There are too many whites here. CO.s don’t give a crap.” Staff relayed that the racial disparity in staffing has rarely been an issue. They reportedly do a lot of recruiting of minorities through Human Resources.

DRC Follow-Up Communication

Racial Disparity of Staff/Inmates: *As of February 17, 2010 the NCI inmate population of 2,485 has a racial breakdown of 41.37% black, 56.54% white and 1.73% other. Of 420 staff, 404 are white (96.1%), 13 are black (3%), two Asian and one Native American. NCI has offered employment to 7 additional new employees of which 3 are white males, 1 Hispanic male, and 1 black male and 2 black females. We are currently awaiting final acceptance and training academy placement for these individuals.*

- **Cost Savings:** Staff on site did not elaborate, but relayed that there are untapped ways to save money by making changes in the way in which manpower is allocated in connection with staff training. Consideration could be considered to soliciting specific input from staff on cost savings measures to explore the possibilities.

- **Access Secure Pack/Music Screening:** Staff assigned to the package room relayed that the change in which packages can only be purchased through Access Secure Pack has made it easier for staff. Inmates reportedly like the arrangement now, and their families are no longer confused. Although facility staff have a DRC list of banned CDs, they still have to screen new music CDs. If they disapprove the CD, and the inmate objects, it is sent to central office for a decision. Staff relayed that it is “a lot of work and there must be an easier way.” Discussion included the possibility of Access having a music catalog of only pre-approved music.
- **Physical Facility:** Staff indicated that the facility is getting older, showing problems in the frames, doors and dorms. However, they reportedly have a top notch maintenance staff. With operational budget cuts, plus more inmates than ever, funds for maintenance and supplies are tight. The facility was described as well-maintained, and was observed as such. Staff relayed that they do a great job with what they have. Through the work of those in the horticulture program, beautiful flowers aligned the buildings on the compound.
- **Library:** The library and law library were observed as expansive and open, and considered good. The CIIC Chair assessed it as a B+, suggesting that it needs a dedicated space for African American history. However, facility staff relayed that the library does in fact have such a space. The CIIC Chair suggested that reading material, videos and music can be effective means system-wide to break down barriers.
- **Sanitation:** The entry building was very clean, orderly and has an excellent appearance. The floors of the Administrative building, entry, and segregation were spotless. Bathrooms in the A-1, C-1 and C-2 housing units were in need of serious cleaning. An orange/brownish color was observed in the showers. However, staff relayed that they are cleaned daily and that they have OPI cleaner and disinfectants. The housing unit living areas appeared to be clean. The outside grounds area has a clean, pleasant appearance.

DRC Follow-Up Communication

Sanitation: *Sanitation remains a high priority among the staff at NCI. The issue of chemical issuance and effectiveness was reviewed by a multi-disciplinary committee assigned in October 2009. The committee findings (copy attached) addressed chemical availability to the dorms on weekends/holidays/after-hours and inconsistency in availability of chemicals. Dorm inspections support the commitment of all staff to a high standard of cleanliness throughout the facility.*

Cleaning Chemicals Committee

The DRC follow-up communication included information dated October 30, 2009 from the Safety/Health Coordinator to the Warden regarding cleaning chemicals. According to the information, on October 28, 2009 eight employees were selected to participate on a committee to review the current chemical issue and availability process and recommend options for areas on a seven day/week operation to have access to chemicals. The main concerns addressed were: 1. adequate chemicals not being available for 2nd and 3rd shifts, 2. adequate chemicals not being available for weekends and holidays, and 3. inconsistency in chemical products available to housing units. To resolve the concerns, detailed recommendations were cited.

Programs:

- **Idleness, Scarcity of Programs/Activities, Waiting Lists:** Staff relayed concerns about idleness due to lack of programs. The facility has no Ohio Penal Industry. They are looking at non-traditional recreation activities to help. Inmates commented that there are “not enough options here,” referring to programs. Staff relayed that there is a definite need for more programs and activities. Numerous inmates relayed concern about not being able to get into programs. One relayed that he only had seven months left before release, and had not yet had any programming.

DRC Follow-Up Communication

Idleness, Scarcity of Programs/Activities, Waiting Lists: *Through support of the Office of Prisons, NCI has been approved and is currently in the implementation phase of introducing “non-traditional” recreation activities. Battery operated hand held games along with preloaded gaming systems for the televisions are being piloted at our facility. Initial rounds and conversations with the population show a very high interest in these systems. We continue to work with vendors to find the appropriate games that meet both the logistical and fiscal make-up of our population.*

The new 5 week programs in Turf and Carpentry have been a success. These programs are in demand and have allowed us to expose many more inmates to Career Technical programming. They have allowed us to serve an additional 80 inmates per quarter in our Career Technical programs.

NCI currently has 13 different unit staff facilitated programs being offered throughout the compound.

In January 2010, NCI entered into a partnership with Alvis House (Halfway House) to offer family reentry based programming. This program was created by a grant from the Office of Faith Based and Family Initiatives. The program is designed to reconnect offenders with their children. Programming begins 3-6 months prior to release and is continued 3-6 months following their release.

- **Paperwork Instead of Programming:** Unit staff relayed that they have “tons of paperwork” that keep them busy all of the time, but they also have a lot of inmate contact and are expected to be in the unit. The inmates were described as “inpatient.” One unit staff relayed that they procedures and policies “make busy paperwork instead of programming, and that’s our mission.” Staff relayed that there is “no time for programming and guys are on the waiting list their whole sentence.” It was suggested that maybe staff should be assigned just to do programs.

DRC Follow-Up Communication

Paperwork Instead of Programming: *The Noble Correctional Institution has been selected to participate in the Ohio Risk Assessment System (ORAS). The purpose of this system is to better predict recidivism at different points in the Ohio Criminal Justice System (pretrial, community supervision, prison intake, and a reentry tool). The aim of these tools is to better identify the needs of the offender and insure that the states assets are used where they will have the most effect.*

- **Mandatory GED Concern and Scarce Resources:** Staff relayed that there are many complaints about not being to get their GED, with some not getting in until two months before release. They have a computer lab for independent learning and tutors are available, but most need the GED program with a teacher. Staff relayed that inmates take up the precious program space who have no interest, while more than 20 motivated inmates are waiting to get in. Staff relayed that Ohio law requires DRC to provide mandatory education to younger offenders, with no regard for the total lack of motivation on the part of those taking up the space that could be helping a motivated, appreciative student in waiting.

DRC Follow-Up Communication

Mandatory GED Concern and Scarce Resources: *DR&C policy 57-EDU-01 dictates how inmates are entered into ABE, Pre-GED, and GED classes. Based on the policy, inmates with less than 90 days are not considered for mandatory enrollment in mandatory educational programming. Priority for enrollment is given to the following groups by DR&C 57-EDU-01:*

1. *Inmates under 22 years of age who are identified as a student with disability or a student who is suspected of having a disability, as defined per DR&C policy 57-EDU-11.*
2. *Inmates under 22 years of age.*
3. *Inmates with earliest release or parole consideration dates.*

Unfortunately, the policy does not consider inmate motivation as a factor for enrollment. NCI offers extra opportunities for inmates to pursue their GED certificates such as the computer lab and study groups in the Library. We also identify those with qualifying scores upon entering the institution and offer them the opportunity to take the practice test in an attempt to speed the process up for them earning their GED certificates. In calendar year 2009, NCI awarded 133 GED certificates to our inmate population. (It should be noted that due to statewide funding issues we were unable to provide testing for three months in 2009 which affected our overall numbers.)

- **Turf Management and Carpentry:** CIIC was impressed with the vocational programs offered, specifically the Turf Management/Landscaping and Carpentry programs. A portion of the Carpentry class was observed as part of the inspection. The group attended their first day of class of a five week program. Students receive OSHA card after completing ten hours of training. Inmates may take up to eight short term programs, but the instructor relayed that most only get one. The Turf/Landscaping class has 25 students in the morning who attend for a full year, and 25 in the afternoon for a five week period.
- **Security Threat Group:** Due to the growing concerns stemming from the influx of young short term offenders who become involved with gang activity, an STG program is strongly suggested to target this extremely challenging younger population system-wide to help them redirect their lives during incarceration in the interests of safety and security of the institutions, both staff and inmates.
- **Recovery Services:** Recovery Services staff relayed that they are losing a lot of staff, so that they have large caseloads of largely motivated inmates, but groups are limited to 12. A 24 hour alcohol and other drug program just started. They relayed that if they had more staff, they could help so many more. Staff relayed that cognitive behavioral treatment has been proven to work as long as the inmate wants to change. Staff keep hearing from inmates of the need for more drug/alcohol programs. Criteria requires a GED and six months prior to release. Staff as well as inmates relayed concern that the criteria eliminates highly motivated inmates who could benefit from the program.

DRC Follow-Up Communication

Recovery Services: *1,517 of our current offender population have been identified with Alcohol or Other DRUG (AOD) treatment needs. All positions within recovery services are currently filled with the final two (2) positions being filled in November of 2009. This department has made adjustments in regards to the number of inmates serviced and the waiting list process. At the current staffing level as of March 1, 2010 the department will provide 98 AOD participants and 48 Intensive Outpatient Program (IOP) participants programming per quarter. The department has moved the six month outdate window for entrance/participation to a one year window to help alleviate the problem of overlapping program availability.*

- **Mandatory Substance Abuse Program Optional:** It was reported that the Mandatory Substance Abuse Program is not in operation at the institution, as there is no staff member qualified to teach the program. They explained that the mandatory drug program is now optional. Inmates are still sanctioned for drug or alcohol violations, but it is now on the unit staff. The DRC policy reportedly only allows substance abuse programs to be run by recovery services, not by unit staff.
- **Multi-Racial NAACP:** NCI has made an effort to promote cultural awareness among inmates (and staff). Reportedly, the Noble Correctional NAACP Chapter includes Whites and Hispanics as well the Black inmate population. NCI also celebrated Cinco de Mayo. According to staff, in addition to the Hispanic population, the celebration included mostly black inmates. There were very few white inmates in attendance.

Segregation:

- SC indoor recreation was very clean. The block was very quiet, with most inmates sleeping. The outdoor recreation area contains a basketball hoop.
- It was relayed that the institution has a large number of protective control requests by inmates, and that many of the inmates making such requests have debt issues with other inmates. Staff relayed that they try to work with the inmates to get them out of segregation rather than take up the much needed space for disciplinary reasons. It was reported that NCI inmates are frequently switched with inmates at SCI and Belmont CI, who have similar concerns, to address any personal safety concerns they may have had. This practice has the benefit of addressing safety concerns without handling them as disciplinary problems.

- Some inmates had clothing lines hanging in their cells, which were reportedly made from the bed sheets. When brought to the facility staff's attention, the inmates were ordered to remove the lines. Staff indicated that they would receive conduct report for destroying state property (the bed sheets). Staff also relayed that they had just made rounds yesterday, and no lines were up.
- While no visibility issues were found on the cell door windows, a significant amount of shower windows were partially blocked by miscellaneous inmate property. In one instance, a book was blocking the entire shower window.
- Numerous inmates were observed sleeping on their mattresses on the floor. Institution staff relayed that it is cooler for inmates to sleep on the floor. A large industrial fan was placed at the beginning of each range to help circulate air, though the area was still extremely stuffy.
- Officer rounds are currently logged on paper at the end of each range. It was reported that there is an electronic system in place to log such rounds, but the system was not in operation.
- The inmates in the segregation unit relayed no serious concerns, and appeared well tended to by segregation staff.

DRC Follow-Up Communication

Segregation: *The cleanliness and orderly operation of NCI segregation continues as a priority for the Lieutenant assigned to that unit. At the time of the CIIC visit, the electronic monitoring (spider system) located on each range was inoperable. All systems are now reported to be in working order.*

Food Service:

- **IDR Atmosphere:** Based on observations and interaction with the inmates in the dining room, the atmosphere was considered to be good.
- **Inmate Comments:** During the lunch meal period, several former inmate food service workers alleged that the food preparation area in the kitchen was “nasty,” and “dirty.” One inmate relayed that the food “sucks,” adding that the kitchen is as described above, reportedly because the Food Coordinators “don’t do their job.” Inmates relayed that they “want more food,” noting that they have no money to buy food in the commissary. Staff also relayed that the inmates at NCI tend to be poor. Inmates stated that they “don’t even get salt and pepper,” that it is sold in the commissary for \$1.15 a pack. Inmates relayed that they could easily

serve inmates in two lines, so that it would not take so long to feed the inmates. However, only one line is used. Inmates in line commented that they “feed us chicken every day.” Others said some form of chicken is served “six days a week.”

- **Mice:** Although reports were received on site that food services has a “small mice issue,” traps were set up and staff relayed that they “stay on top of that.”
- **Loosely Covered Items:** Some containers were found in the cooler that were only loosely covered. Green peppers and coleslaw were observed uncovered.
- **Spilled Milk:** One of the walk-in coolers had a large amount of milk that had spilled all over the floor. Facility staff immediately requested an inmate worker to clean it up.
- **Toast Crumbs:** A dry storage area had what appeared to be commercial style toasters for toast, with residue left consisting of bread crumbs and toast pieces left. Increased cleaning in the storage areas would greatly improve their kitchen as a whole.
- **Gloves Absent:** The inmates who were actively preparing the meals in the kitchen were wearing hairnets, but no gloves.
- **The Meal:** The lunch meal was excellent. It included: meatballs in sauce, mixed vegetables, an apple, bread, and cake. Water or a juice style drink was also available. Vegetarian nuggets were available as a substitute for vegetarian inmates. The sauce was tasty and flavorful, and the hot food was hot.
- **Temperatures:** An officer was observed checking the temperature of food being placed in Styrofoam containers since the dishwasher was in need of repair. The containers were filled from a heated counter then placed in a hot box for transport to segregation. The officer was scrupulous about the temperatures, and immediately repeated the reading for each food item: Meatballs 172, sauce 150, vegetables 130 and apple 38 degrees.
- **Culinary Arts Proposal for Former Staff Dining Room:** The former Officer Dining Room is being used for storage. It was reported that ODR closed as a result of budget issues. Facility staff suggested that the area could be used for a culinary arts vocational program, and would be perfect for that purpose.

DRC Follow-Up Communication

Food Service: *On February 11, 2010, the Noble County Health Department conducted a standard inspection of our food service operations. (Report attached). The report documents no violations or recommendations. The specific issues identified on the August 13, 2009 inspection summary have all been corrected. Issues such as spilled milk, loosely covered items, toast crumbs and the absence of gloves are all issues that are continually monitored and addressed when applicable by the food service management staff. There have been no recent complaints or concern with mice in the food service preparation area.; this is an issue that is closely monitored through both formal and informal inspections.*

Food Services Inspection: *The DRC follow-up communication included an inspection report of February 11, 2010 by the Ohio Department of Health in which there were no violations cited and comments included:*

- *Gloves OK in food line.*
- *Cleanliness OK.*
- *PIC/Demo of Knowledge OK*
- *Food from Approved Source OK*
- *Temperature Measuring devices OK*
- *Soups/omelet/milk vending 38 degrees*
- *Clean. Excellent. OK*

Inmate Concerns:

- **Racial Issues:** Although inmates of the same race often stay together, racial tension was obvious and cause for concern. There was observable racial bunching in the chow hall, the recreation yard, and housing units, though staff pointed out that there was a small number of white inmates with black groups and a small number of black inmates with white groups. Black inmates in C-1 relayed that there are so few of them on the bottom bunk, (some said there are no black inmates on the bottom bunk) that they believe that such assignments are racially biased. Some inmates expressed concern about racial issues between the staff and inmates. An officer who has been at NCI for 13 years relayed that “inmates are getting more bold. There’s racial tension going on that’s new. It’s like they have no respect for themselves.”

DRC Follow-Up Communication

- **Racial Issues:** *As previously stated the current population of NCI has a racial breakdown of 41.37% black, 56.54% white and 1.73% other. The issue of yard or dorm grouping is constantly monitored and cross referenced with STG records.*

C-1 is a general population housing unit; currently bottom bunks in that unit are occupied by 77 white offenders, 41 black offenders and 3 other. These numbers do not separate those offenders assigned for medical orders which is a major factor into the assignment of lower bunks.

- **Cuyahoga County and NCI:** Inmates from Cuyahoga County reportedly have major cultural concerns with being sent to the southeastern part of Ohio. Many inmates complained that NCI is too far for their family and friends to visit. Many of the inmates from Cuyahoga County have had incidents with inmates from other cities located in the southern and central regions of the state. According to staff, inmates from the Cleveland/Cuyahoga County area unite against other inmates. These inmates may be from rival neighborhoods back home, but they unite because they feel they are so far from home. Facility staff noted the “lopsided, geographic issue” in which NCI, a prison in the Southern Region, has more inmates from Cleveland than any other area. The cultural differences reportedly do not play well together.

DRC Follow-Up Communication

Cuyahoga County and NCI: *NCI recognizes the hardships caused for those offender families with loved ones at our facility. As a facility we continue to monitor these numbers with support from Bureau of Classification and the Office of Prisons. As of February 16, 2010, NCI housed only 73 offenders from Cuyahoga County and 9 from Lorain County. These figures are regularly provided by NCI records office manager.*

- **Idleness, Programs:** Many of the inmates, particularly the 21 and over inmates, openly voiced their concern regarding “idleness” and the inability to get into their requested programs. Staff relayed similar concerns as well. Staff relayed that due to their waiting lists, some inmates are not admitted to their program until the last two months of their sentence. Reportedly, some inmates are never able to get into their program. Inmates wishing to file for judicial release relayed concerns about not having access to programs which would assist them in gaining such release.
- **Access to Phone for Hispanics:** Hispanic inmates relayed concern about not being able to make collect calls to their native country. Facility staff relayed that they have a valid issue. For international calls, families must go through Western Union to pay in advance before accepting collect calls. This is reportedly explained in orientation. However, the inmates who spoke to the CIIC relayed that their families have no access to Western Union in Mexico.

DRC Follow-Up Communication

Access to Phone for Hispanics: *Global Tel-link has worked out the issue of international telephone calls with Western Union; we have received no further complaint or concern from our Hispanic population.*

- **Incentives:** Inmates living in the honor dorm relayed that they should have more incentives for their good behavior. When asked for an example of a good incentive, one inmate suggested that they have more movies to watch. More importantly, if more desirable privileges are provided in the honor dorm, and are known to inmates on the compound, it could motivate other inmates to aspire to creating a good conduct record in order to earn placement in the privileged housing. Inmates in other dorms suggested that more incentives for good conduct be provided. Staff relayed that incentives work. The Warden has been assigned to a committee examining the young, short term offenders. It was noted that permissible items can be restricted as penalties for rule violations. If the items are highly desired, such restriction can be an effective deterrent to further rule violations.

DRC Follow-Up Communication

Incentives: *In January of 2010, NCI increased to daily movie broadcast for the population viewing. These movies are shown four (4) times daily Monday through Friday and six (6) viewings on the weekends. In addition extra incentives continued to be offered to the dorm scoring the highest on the monthly sanitation inspections. These incentives include popcorn, additional late night and movie. The introduction of the gaming systems will also serve as an incentive for the population as these game privileges will also have behavior based sanctions/guidelines.*

- **Ear Deformity:** One inmate discussed the extreme problems faced from the inmates, including ridicule and harassment due to a fist sized growth hanging from his ear lobe. He reportedly sought help from the medical staff, but none was provided. Facility staff relayed that they do not do “cosmetic surgery.” However, this instance appears to be as corrections-related and rehabilitative in nature as any inmate who has had his gang tattoo removed by medical services for safety and security purposes. It is equally relevant to basic safety and security issues which reportedly remain current, and without intervention, will continue in the future, possibly with the need for protective control placement or worse, he may face serious injury.

- **No Dentures or Partial:** Inmate concern was expressed about the DRC policy that denies complete and partial dentures to any inmate with a sentence of less than three years, regardless of need. However, in reviewing the policy, it does provide inmates with the option to self- pay for dentures or partials.
- **Towels/Bedding:** Inmates relayed that they “make us buy our own towels and washcloths.” One who has been at NCI three months stated that he had to buy them for \$9 because there is a “big shortage here.” He reportedly went to the quartermaster for a shirt and was told that there is a “shortage of everything.” He reportedly received two sheets and a pillow case and was told that it must last for his “whole sentence, three years.”

DRC Follow-Up Communication

Towels/Bedding: *The availability and issuance of linen items continues to be an issue. We are currently reviewing the process to rectify any concern associated with this issue. NCI understands the hygiene importance associated with properly supplying offenders with these items.*

INTRODUCTION TO THE QUESTIONNAIRES

Two questionnaires were developed by CIIC for use on inspections beginning in 2007. Completed questionnaires were requested to be returned to the CIIC office when possible following the inspection so that the results could be included in the inspection report.

Correctional Faith Based Initiatives

One of the questionnaires is based on the 16 recommendations of the *Ohio Correctional Faith-Based Initiatives Task Force*. *The purpose of the questionnaire is merely to gather information on the extent to which progress is being made in implementing the recommendations.* Brief, handwritten responses to the questions by any staff person knowledgeable of the subject, were requested. Questions and responses are provided at the end of this report.

Adult Expectations

The other questionnaire is based on selected sections of *Expectations*, which contains inspection criteria used by the British Inspectorate. These Expectations were the subject of one of the presentations at an international conference on effective prison oversight in 2006. They are reported to be consistent with international standards. The purpose of gathering information on the extent to which Ohio correctional institutions are similar or different from selected sections of *Expectations* is twofold: *To identify possible areas in need of improvement, and to identify possible means of addressing reported areas of concern.*

According to Expectations, it is a tool for examining every aspect of prison life, from reception to reentry. They draw upon, and are referenced against, international human rights standards. The Inspectorate's four tests are:

- **Safety**
- **Respect**
- **Purposeful activity**
- **Reentry**

These are increasingly accepted internationally as the cornerstones of a “healthy” custodial environment, providing consistent criteria in a system that is increasingly under pressure and subject to conflicting demands. *Expectations* have been used as the basis for an independent and evidence-based assessment of conditions in prisons. Its content and approach have proven to be helpful to those who are monitoring and examining prisons in other jurisdictions. *Expectations* consist of eight sections and subsections. Sections included in the questionnaire are provided below:

Environment and Relationships

- Residential Units
 - Clothing and Possessions
 - Hygiene
- Staff – Prisoner Relationships

Duty of Care

- Complaint/Grievance Procedure
- Bullying and Violence Reduction
- Self-Harm and Suicide

Activities

- Learning and Skills and Work Activities
- Library

Good Order

- Security and Rules
- Rules

Services

- Food Services

To avoid burdening any one staff person at the facility with the task of responding to the entire questionnaire, sections and subsections identified by topics were separated and stapled, ranging from one to three pages each. The Warden could choose to give each section or subsection to a different staff person who is knowledgeable in the particular area. Very brief responses, such as “yes,” “no” and/or explanations, indicating the extent to which the facility's practices are similar or different from *Expectations*, were requested. The questions and responses on particular subjects are provided in sections of this report dealing with similar subject matter.

CIIC STATUTORY REQUIREMENTS

I. ATTENDANCE AT A GENERAL MEAL PERIOD

According to the Ohio Revised Code, CIIC must attend a general meal period during each Inspection. Per the statute, CIIC attended the lunch period and sampled the food. The meal consisted of turkey meatballs with tomato sauce, mixed vegetables, bread, apple, cake, and the choice of juice or lemonade to drink. Vegetarian inmates had the option of receiving vegetarian chicken nuggets in place of the meatballs.

The lunch meal was excellent, as it had a pleasant taste and was adequately filling. The food served was also of an appropriate temperature. Inmates remarked that the food tasted better because of the CIIC presence, as if the inspection was announced in advance, but it clearly was an unannounced inspection. In fact, on arrival, the CIIC team learned that the facility staff planned to have a farewell gathering for the Warden who was leaving his post for central office. Surely no such plans would have been made if they were made aware that an inspection would be conducted the same date.

Staff Discussion

Facility staff relayed that they did not receive many complaints about the brunch meal, but about the time. Staff relayed that they made improvements to address the time issue, and also opened up the yard, which reportedly really helped. Staff noted that they serve 2,400 meals three times a day during the week and with the brunch, serve two times per day on the weekend. Staff also relayed that, "This is a poor camp. They go to eat." That is, the inmates at Noble Correctional Institution typically do not have money to purchase food in the commissary as an alternative or substitute for the meals in the dining room.

Inmate Dining Room

Inmates proceeded through the serving line in an orderly manner. After inmates receive their meal tray, which is served to them by inmate kitchen workers, they are permitted to sit where they would like within one row of tables in the dining room area. The overall noise level of the entire area was moderate. Inmates appeared relaxed and were receptive to CIIC joining them at their tables to eat lunch.

Kitchen

Overall, the kitchen area was found to be in good order, clean and sanitary. The kitchen floor was extremely wet in some areas and no inmates were observed trying to mop up the water. The majority of the floor was very slippery, likened to having a coating of grease over the surface. Safety concerns regarding the slick floor were relayed to NCI staff. The area was extremely hot and stuffy. A few large fans were positioned throughout the kitchen aiding in circulating and cooling the air.

Staff relayed that they exterminate monthly and that they have no rodent problem as a result. However, they reportedly have a “small mice issue.”

Regarding the condition of the kitchen equipment, kitchen staff relayed that they only have one steamer in good working condition as the other steamer is not sealing properly. The dishwasher was reportedly in need of repair. The equipment appeared to be maintained appropriately, and no additional concerns were relayed by staff about any equipment issues.

The kitchen inspection included food storage areas and the tool vaults. One of the prep coolers was checked and was found to be appropriately cold at 29 degrees Fahrenheit. Staff relayed that the temperature of such a cooler should be maintained at less than 40 degrees Fahrenheit. Some items in the cooler did not have lids completely covering the food, which included coleslaw and green peppers. However, the area was clean and organized. A freezer was also checked and its thermometer registered four degrees Fahrenheit. The freezer was nearly empty, with the exception of sample meals which were frozen from past meals. Another cooler used for produce, juice, and milk was inspected, and its temperature read at 37 degrees Fahrenheit. Boxes were neatly stacked in the area. Nearly one fourth of the cooler floor was covered with spilled milk which staff relayed was probably leaking from the stored milk.

The paper storage area was visited. Staff reported that every once in awhile they will have a small mouse in the area that may get into the bread. In an effort to combat rodent problems, traps are put down to catch any mice. Staff also relayed that inmates sometimes believe that the bread served is moldy. However, they stated that the inmates really mistakenly believe that the white yeast on the bread is mold.

A dry storage area was visited, where again boxes were found to be neatly organized and stacked to the ceiling. In the corner of the dry storage area bread toasters were being stored in the corner. Bread crumbs and pieces of bread were on the toasters and also on the floor under the toasters. The presence of such crumbs and pieces of bread surely contribute to the reported mouse problem.

An officer was observed checking the temperature of food that was ready for transport to segregation. The staff member was scrupulous about the food temperatures, and immediately repeated the reading for each item. The food temperatures in Fahrenheit measurement were as follows: meatballs 172 degrees, sauce 150 degrees, vegetables 130 degrees, and apple 38 degrees. The food was being placed in Styrofoam containers since the dishwasher was out of order. The containers were filled from a heated counter and then placed in a hot box to be transported to the segregation unit.

Staff relayed that there is an incentive program for the inmate kitchen workers to perform well. Not only do the inmates have to show up to work and do their job, they reportedly must go above and beyond to earn points that can be redeemed for extra visits, pizza, extra shopping days, etc. Food service workers are also given double portions of everything except the main entrée. Staff relayed that the incentive program is still a work in progress, as it has been under implementation for under six months.

Former Officer's Dining Room

The former Officer's Dining Room (ODR) was visited. Staff relayed that the dining room closed due to budgetary issues. Staff members wishing to eat while they are working have to bring in their own meals. The dining room area is now being used as a "breakdown" room. It consists of meal items on skids ready to use for a particular meal. The majority of the bread was also being kept in this area to free up space in the dry storage area. Staff relayed their idea that the area would make a great culinary arts program for the inmates since it includes an equipped kitchen. A culinary arts program would seem to work perfectly in the area and would be a great opportunity for inmates to be involved in more programs.

EXPECTATIONS QUESTIONS AND RESPONSES: FOOD SERVICES

1. Are prisoners offered varied meals to meet their individual requirements? **Yes. Every inmate is served what is stated on the master menu unless diet requirements are different. Inmates can also choose from the vegetable substitute if preferred.**

2. Is food prepared and served according to religious, cultural and prevailing food safety and hygiene regulations? **Yes. Food is prepared according to food safety & hygiene regulations. Ramadan, for example, Muslim faith inmates are engaged in the preparation and serving of each meal.**

3. Do all areas where food is stored, prepared and served, conform to the relevant food safety and hygiene regulations? **Yes. These areas are constantly inspected for compliance.**

4. Are religious, cultural or other special dietary requirements relating to food procurement, storage, preparation, distribution and serving, fully observed and communicated to prisoners? **Menus are posted in housing units, Library and Education for inmate viewing.**

a. Are Halal certificates displayed where prisoners can see them? **No.**

b. Are appropriate serving utensils used to avoid cross-contamination? **Yes.**

c. Do kitchen staff make special arrangements for different types of food, and special dietary requirements for e.g?

Pregnant inmates? **Not applicable.**

Specific religions? **Yes.**

Prisoners with disabilities? **Yes. Tables for those inmates who are wheelchair bound are also available for the ease of eating and accessing the area.**

d. Do prisoners who are on special diets have confidence in the preparation and content of the meals? **Yes. Any complaints are reviewed.**

5. Are all areas where food is stored, prepared and served properly equipped and well managed? **Yes.**

6. Are prisoners and staff who work with food, health screened and trained, wear proper clothing, and prisoners are able to gain relevant qualifications? **Staff members are SERVSAFE certified, all have been TB tested and wear appropriate clothing, hats/hair nets and gloves.**

a. Do medical clearance forms exist on food service workers, and are training courses offered? **Staff is trained and inmates are trained by staff members.**

7. Are prisoners' meals healthy, varied and balanced and always include one substantial meal each day? **NCI follows the master menu established by the State Dietary Operations Manager.**

a. Are prisoners encouraged to eat healthily and are they able to eat five portions of fruit or vegetables a day? **As stated above, NCI follows the master menu established by the ODR State Dietary Operations Manager.**

b. Do prisoners on transfer miss out on their main meal? **No. The inmates are fed prior to the departure from NCI.**

8. Do prisoners have a choice of meals including an option for vegetarian, religious, cultural and medical diets? **Yes.**

a. Are all menu choices provided to the same standard? **Yes.**

b. Are options for religious or cultural groups open to all, and not just those who practice their religion officially? **If pork was on the menu, anyone who does not like pork can choose the veggie meal. If the main line does not meet an inmate's liking, he may choose the veggie meal.**

9. Are prisoners consulted about the menu, and can they make comments about the food? **A survey is routinely made available to the NCI population to allow feedback on the food being served and to take back suggestions.**

a. If logs of comments are kept, how frequently are they consulted? **The information is reviewed prior to each scheduled Manager's meetings hosted in Columbus so that feedback can be presented to those who produce the menu which is required to be followed.**

b. Is there a food comments book? **Yes. Feedback is maintained.**

10. Is the breakfast meal served on the morning it is eaten? **Yes.**

11. Is lunch served between noon and 1:30 pm and dinner between 5 pm and 6:30 pm? **Yes. Lunch starts at 11:30 AM. Dinner starts at 4:30 PM. Brunch starts at 10:30 AM.**

12. Do prisoners have access to drinking water (including at night time), and the means of making a hot drink after evening lock-up? **Yes. Inmates have access to hot water from the tap in the dorms and even can access microwaves in the housing units at night or in the evenings.**

13. Are prisoners able to eat together (except in exceptional circumstances)? **Yes.**

14. Does staff supervise the serving of food in order to prevent tampering with food and other forms of bullying? **Yes.**

15. Where prisoners are required to eat their meals in their cells, are they able to sit at a table? **Inmates sit at tables in the Inmate Dining Hall and have tables they can eat at in the housing units. NCI does not have cells with the exception of Segregation and Inmate Health Services.**

16. Do pregnant prisoners and nursing mothers receive appropriate extra food? **Noble Correctional Institution is a male only correctional facility.**

CIIC STATUTORY REQUIREMENT

II. ATTENDANCE AT A REHABILITATIVE OR EDUCATIONAL PROGRAM

In addition to attending a general meal period, the Ohio Revised Code also requires CIIC to attend education or rehabilitative program. In accordance with the statute, CIIC attended the carpentry program and the turf management programs. Both vocational programs offer five weeks of instruction and a year- long program is also offered in turf management.

CARPENTRY

The carpentry class is a short-term vocational program, which lasts five weeks. Staff relayed that inmates are able to take up to eight short-term programs, though most inmates only have the opportunity to take one program. On the day of the inspection, it was the first day of the program for the group of inmates. It was reported that this was the tenth group of inmates to start the program since short-term programming geared towards short-term offenders has been implemented. The program provides inmates with employability skills, which includes instruction on writing resumes, applications, and reviewing newspaper's help wanted advertisements. In addition, inmates also have the opportunity to complete training which leads to Occupational Safety and Health Administration (OSHA) Certification. It was reported that the University of Cincinnati provides inmates with OSHA certification cards after 10 hours of safety training. The class observed was currently learning how to read blueprints and estimate concrete and shingles on their first day of class.

TURF MANAGEMENT

The Turf Management Program is offered to inmates in two different formats, an afternoon short-term five week program or a morning year long program. Both programs have the capability of having 25 inmates in each class. One of the turf management short-term programs includes instruction on landscaping and management through book work and hands-on training.

Satisfaction Survey

After completion of the programs, inmates are given the opportunity to complete a customer satisfaction survey. The survey includes questions on any previous training experience in the trade area, and if they intend to pursue future training and/or employment in the field upon their release. In addition, they are asked to use a rating scale of less than adequate, adequate, or more than adequate to rate the following program areas:

- Safety/sanitation/cleanliness
- Tools/equipment/material
- Classroom space
- Lighting
- Noise level
- Classroom temperature
- Classroom directions/instructions
- Classroom time
- Employability/job preparedness skills taught
- Textbooks
- Student/teacher ratio
- Laboratory (hands on) time
- Related math
- Communication classes
- Entry-level skills

If an inmate lists one of the areas as less than adequate, they are then given the opportunity to explain why and offer any suggestions for needed improvements.

NEEDS ASSESSMENT

Per ODRC Policy on Prison Re-Entry Assessment and Planning (02-REN-01), all eligible inmates incarcerated within one of the ODRC institutions will have a Reentry Accountability Plan. Eligible inmates arriving at their parent institution are to meet with staff to complete their Static Risk Assessment, in which a risk score is assigned to each inmate. The Static Risk Assessment is completed based on review of the following available records:

- Inmates pre-sentence investigation reports,
- Bureau of Criminal Investigations (BCI) reports,
- Pre-sentence investigation notes
- ODRC online records available to staff (DOTS Portal), and
- Any other available information.

The Dynamic Needs Assessment also uses the aforementioned records, but many also rely on interviews with the inmate and any other supplemental reports. The goal of the Dynamic Needs Assessment is to identify the inmate's specific needs in eight dynamic needs areas/domains, which include the following:

- Educational
- Marital/Family
- Associated/Social Interaction
- Substance Abuse
- Community Functioning
- Personal/Emotional Orientation
- Attitude
- Employment

Each domain area is scored from numbers one through four, which indicate their need for level of need. Inmates serving a sentence of incarceration of 91 days or longer are given recommendations by their Reentry Management Team based on their assessments about programs that will assist them in improving the specific dynamic needs area/domain.

PROGRAMS

Facility staff relayed that programming has suffered due to reductions in staff. Inmates are reportedly forewarned in the orientation to expect to be on a waiting list for programs, which take participants from those closest to release. Staff noted that due to the lack of programs, idleness is a concern. The facility reportedly has no Ohio Penal Industry program or any other industry, so they have many porters. Staff are looking at non-traditional recreation activities such as card and corn hole tournaments to help ease idleness.

Facility staff discussed the "Seeking Out Solutions" (S.O.S.) recovery services cognitive behavioral treatment program. Although staff noted that there is "no magic pill or program," the S.O.S. program certainly has the confidence of staff. The program or method reportedly challenges excuses, is very confrontational, uses peer pressure, and "You can't fake it." Staff also discussed their Intensive Out Patient drug treatment program.

Facility staff expressed great pride in their "fantastic education statistics," adding that they received the "Highest GED passing rate in Ohio!" The following list includes programs that are offered by Noble Correctional Institution, which are intended to meet the eight dynamic needs areas/domains. Programs are optional, with the exception of those inmates that are mandatorily assigned to school because they are under the age of 21 and have not graduated or earned a GED.

Educational Programs

- ABE
- Pre-GED
- GED
- YTP

Vocational Programs

- Carpentry
- Turf Management
- Career Enhancement – Carpentry
- Career Enhancement – Turf Management
- Apprenticeship

College Programs

- Business Communications
- Small Business Management

Recovery Service Programming

- Alcoholic Anonymous Meetings
- Narcotic Anonymous Meetings
- Seeking Out Solutions
- 24 Hour AOD (alcohol and other drugs) Education Program
- Smoking Workshop

Victim Awareness Program

- Victim Awareness

Unit Programs

- Orientation
- Beat the Streets
- Canine Care Program
- Divorce Recovery
- Managing Money
- Responsible Family Life Skills I
- Responsible Family Life Skills II
- Criminal Thinking Errors
- Nine to Five Beats 10 to Life
- Anger Management
- Understanding Violence
- Real Life Parenting
- From the Inside Out
- Mandatory Substance Abuse Program*

Additional Inmate Training/Educational Opportunities

- Basic Literacy Tutor Training
- 10 Hour OSHA Training
- 30 Hour OSHA Training
- OCNT Certifications
- Correspondence Courses

Religious Services Program

Two Chaplains tend to the needs of the inmate population at Noble Correctional Institution. A contract Imam for Muslim inmates and a contract Catholic Priest also visit the institution to meet the religious needs of the population. The following is a list of the religious services available to the inmates, which offer various programming opportunities seven days per weeks.

- Sunday Morning Bible Study
- Sunday Worship Service
- Chaplain Huggins Seminar
- Jehovah Witness Bible Study
- Catholic Mass
- Spanish Catholic Mass
- Transformations
- Seminary
- Wednesday Bible Study
- Band Practice
- Thursday Bible Study
- Taleem and Jummah
- Saturday Bible Study
- Saturday Video
- Saturday Spanish Bible Study
- Changed Lives
- Miracle Ministry
- Domestic Violence Recovery

Community Service Projects

The ODRC Community Service Monthly Report for August 2009, indicates that Noble Correctional Institution completed 17,384 hours of community service work for the month. A breakdown of the August 2009 service hours include:

- 50 service hours for schools,
- 6,696 service hours for the community, and
- 10,638 service hours for the government.

From January 2009 through August 2009, inmates at Noble Correctional Institution have completed a total of 106,652 hours of community service work, and have 43.9 percent of their annual forecasted service hours.

The following list provided by Noble Correctional Institution details community service projects completed by the inmates.

- Two park signs for Village of Belle Valley
- Two sets of cornhole boards for Village of Belle Valley
- Three sets of cornhole boards for 4-H Camp Piedmont
- Two signs for Noble County Industrial Park
- Refurbished 10 picnic tables for Belle Valley Park
- Easels for Noble County Historical Society
- One set of cornhole boards for Beallsville High School
- Two sets of cornhole boards for Caldwell High School
- Two signs for Noble Learning Center
- 30 birdhouses for Boy Scouts
- Built cubby lockers for Noble Headstart
- Built cubby lockers for Monroe Headstart
- Refinished furniture for Noble Headstart
- 75 bluebird boxes for National Bluebird Society
- 35 bluebird boxes for Noble Soil and Water
- Sign for Belle Valley American Legion
- Repainting park benches for Village of Caldwell
- Deacon bench for Jr. Women's League
- Pamphlet holder for Noble County Senior Center
- Bookshelves for Noble County Cancer Society
- Four worktables for Piedmont 4-H Camp
- Coat rack for Shenandoah Elementary School
- Quilt rack for Ohio Association for Adult Continuing Education
- Bingo benches for Lewisville Fire Department
- Four signs for Noble Headstart
- Built 10 cubby lockers for Noble County Headstart
- Workstation built for Noble County Extension Office
- 200 plaques for Caldwell Retail Merchants
- Indian head mural for Caldwell Elementary School
- 14 signs for Noble Industrial Park
- Four bags of vegetables for Noble County Senior Center
- Zeppelin mural for Shenandoah Elementary School
- Five bags for vegetables for Noble County Senior Center
- Trophy case for GMN
- Ball boxes for Caldwell High School Volleyball
- Silhouettes for Noble Violence Council
- Art frames for Performing Arts
- Built picnic tables for Lewisville Fire Department
- Sign for GMN Headstart
- Sign for Senior Center
- Equipment storage shelves for Caldwell High School Band
- Lockers for Caldwell High School Football Team
- Benches for Caldwell Elementary School
- Signs for Noble Local Schools

- Flowers for Marietta Memorial Hospital
- Signs for Keith United Methodist Church
- Trophy shelves for Caldwell Bidy League Wrestling
- Football lockers for New Lexington High School
- Picnic tables for Village of Caldwell
- Awards Podium for Caldwell Wrestling
- Gazebo for Village of Lewisville
- Wooden crosses for Sarver Free Methodist Church
- Sign for Chalfants Chapel
- Picnic tables for Graysville Fire Department
- Prom props for Graysville High School
- Sign for Monroe County Fairground
- Benches for Monroe County Fairgrounds
- Cornhole boards for Monroe County Jr. Fair Board
- Picnic tables for Village of Sarahsville

***EXPECTATIONS QUESTIONS AND RESPONSES:
LEARNING, SKILLS AND WORK ACTIVITIES***

1. Are prisoners encouraged and enabled to learn, and do they have access to good library facilities? **Yes. Inmates have access to the Library seven days per week. The Library allows the inmate population access to its collection of books, periodicals, newspapers and reference collection. Inmates needing additional materials can obtain them through Southeast Regional Library through the interlibrary loan process. Inmates have access to a variety of educational program including the following: Adult Basic Education, Pre-GED, GED, Advanced Job Training (Small Business Management & Business Communication), Apprenticeship, Career Enhancement & Career Development programs (Carpentry and Turf Management) and Tutoring.**

2. Is sufficient purposeful activity available for the total prisoner population? **Yes. 22% of the inmate population at Noble Correctional Institution is enrolled in an educational program at this time. 776 educational certificates were issued to the inmate population in 2008 and so far this year (through August 01), 505 educational certificates have been issued.**

3. Are all prisoners assessed to provide a clear understanding and record of their learning and skills needs including literacy, math, and language support, employability and vocational training, and social and life skills? **Yes. Inmates are given a standardized assessment test at reception to gauge their abilities in reading and in math. These scores are used to determine which programs inmates qualify for once they are sent to their parent institution. Inmates are often retested at the parent institution to qualify for various programs or the opportunity to take the Pre-GED test. Those inmates that are enrolling in academic programs are assessed at the end of each quarter to determine progress made during this quarter.**

4. Is the learning and skills and work provision in the prison informed by and based on the diverse needs of prisoners and provides prisoners with both the opportunity of and access to activities that are likely to benefit them? **NCI offers a diverse listing of educational programs. This list involves programming from Adult Basic Education all the way to college level coursework. Each year the Education department and Library conducts an Annual Needs Assessment to obtain suggestions (the community, staff members and inmate population) on ways that programming opportunities can be improved or added for the inmate population at NCI.**

a. Does provision meet the needs of older, younger adult, and disabled? **Yes.**

5. Are there sufficient activity places to occupy the population purposefully during the core working day? **The Education Department and Library is open and accessible to the inmate population during morning, afternoon and evening hours.**

a. How many prisoners are locked up during the day? **The only response for this question would be answered with the number for inmates with are placed in Segregation each day and that number would differ significantly from day to day.**

b. How many are formally registered as unassigned? **This is another unclear question as far as information desired.**

c. What is the rated capacity compared with current population? **22% of the NCI population can be served through the NCI Education Department.**

d. How easy is it for a prisoner to get a job? **All inmates are required to have a form of job assignment and getting such a job is very easy which most can be accomplished upon request by the inmate.**

6. Are activities which fall outside the learning and skills provision purposeful and designed to enhance prisoners' self-esteem and their chances of successful reentry? **Yes. All programming and activities are geared towards the Re-Entry philosophy.**

7. Are facilities and resources for learning and skills and work appropriate, sufficient and suitable for purpose? **Yes.**

8. Are all prisoners able to access activity areas? **Yes. All such activity areas do not require the use of stairs. All inmates are able to access the Education Department and Library. Inmates not enrolled in education programs and may improve their skills on a voluntary basis by using the computer lab or signing for study groups that take place in the Library.**

a. Is there access for older and disabled prisoners? **Yes.**

- b. Are there any inaccessible areas because of poor mobility and insufficient help to get to them? **No. Even the recreation pit has wheelchair ramps.**

9. Is every prisoner who wishes to able to engage fully with all prison activities offered, and is no one excluded from participation, other than as a result of a disciplinary punishment? **No offender is excluded with the exception of those who have repeatedly committed rules infractions and the use of progressive disciplinary has not been deemed effective.**

- a. Is a full schedule of activities available to all prisoners? **Yes. Schedules are posted throughout the Institution.**

10. Is allocation to activity places equitable, transparent, and based on identified reentry planning needs? **Yes. All services are designed to work towards offender re-entry.**

11. Can prisoners apply for job transfers and are they given written reasons for any decisions? **Job changes are very common in the Institution as there is significant inmate turnover every week. Each inmate is given documentation to verify change.**

- a. Does case management link with the reentry planning process? **Absolutely. All case management services and functions have a direct relation to the re-entry process.**
- b. Do prisoners with identified learning needs work in low-skilled, production line work, rather than relevant classes? **Each inmate is placed into a work position that fits their skill level.**
- c. How are unit-based jobs (cleaners, painters, food service workers etc.) allocated, as these often bypass formal procedures? **Each unit has a set number of positions available for each unit. This is true for all work locations throughout the Institution.**
- d. Is there any favoritism or line jumping? **None that would be deemed acceptable or tolerated administratively.**

12. Do local pay schedules provide disincentives for prisoners to engage in education or training activities? **The pay scale is deemed as average in comparison to other institution job assignments.**

- a. Do unskilled jobs with no links to learning offer more pay than education and training activities? **No.**

13. Do prisoners who do not work because they are exempt (Long-term sick, etc.) receive sufficient weekly pay? **Yes but theirs is on a lesser scale.**

14. Do prisoners who are unemployed through no fault of their own or who are exempt from working unlocked during the day, and provided with access to the library and other activities? **They have the same access as all others throughout the Institution.**

15. Does the prison have an effective strategy to ensure that learners are able to regularly and punctually attend those activities which meet their needs and aspirations? **Inmates enrolled in educational programs are issued lunch badges to allow those inmates to eat first and assist them in reporting to their classes on time.**

- a. What systems are in place for managing punctuality and encouraging attendance at prison activities? **Inmates assigned to jobs or programs with definite start times are issued workers badges that allow them to eat first during the mid day meal and the evening meal to ensure they are prompt and on time for their assigned duty. Each supervisor is required to track the badges issued.**

16. Are all prisoners given accurate information, advice and guidance about prison activities, which support their learning and sentence plans and link to their reintegration into the community? **Each inmate is first processed through an Institutional orientation where this information is communicated to them verbally and in writing.**

17. Does the assessment and provision of individual learning and skills form an effective part of prisoners' reentry plans and are they used effectively to record and review overall progress and achievement? **A "Re-Entry Accountability Plan" is maintained for each inmate which is reviewed with the inmate with the "Re-Entry Management Team" comprised of a diverse panel of staff members and service providers.**

18. Do work placements provide purposeful and structured training for prisoners? **Inmates enrolled in Career Technical programs can earn additional certifications in addition to the certificate of completion and skills learned for each area. Those enrolled in the Carpentry-Career Development classes can earn a 30 hour OSHA card during enrollment in the class. Inmates enrolled in the Turf Management-Career Development classes can earn a variety of OCNT certifications while enrolled in the program. In addition to business related skills they develop, inmates enrolled in the Advanced Job training program earn college credit from Muskingum College which can be used and applied toward a degree once released from prison.**

- a. Wherever possible, can vocational qualifications be obtained alongside their work? **Yes. Contained in statement above.**
- b. In the absence of such qualifications, are developed skills recognized and recorded? **Yes. Contained in statement above.**

19. Are prisoners helped to continue on their courses when transferred or to progress to further education, training or employment on release? **Yes. NCI offers possible employment contacts and names of facilities for additional schooling or training. In many instances, inmates are given assistance filling out college applications and financial aid paperwork while incarcerated.**

20. Does the prison accurately record the purposeful activity hours that prisoners engage in, excluding non-purposeful activities in their calculations? **Yes. Through the Vocational classes offered at NCI, inmate receive hours towards their certificate and can also obtain community service hour credits. All participation in Educational Department activities is recorded into DOTS Portal and recorded on their OCSS transcript in their Education Management File.**

CIIC STATUTORY REQUIREMENT

III. ASSIST IN THE DEVELOPMENT OF IMPROVEMENTS

The statute requires the CIIC to “Evaluate and assist in the development of programs to improve the condition or operation of correctional institutions; (and to) Prepare a report for submission to the succeeding General Assembly of the findings the Committee makes in its inspections and of any *programs that have been proposed or developed to improve the condition or operation of the correctional institutions in the state.*”

The CIIC relies on communication from staff and inmates in the Ohio prisons to assist in identifying problems, issues, concerns and/or areas in need of improvement. The following section includes a summary of the inmate and staff communication on site, as well as the communication received through contacts and reported concerns primarily by letter in 2009.

LISTENING SESSION FOR REPRESENTATIVE GROUP OF STAFF

Beginning on January 1, 2009 at the start of the current 128th Ohio General Assembly, CIIC has included a meeting with a representative group of institutional staff as part of a listening session during the inspection. The Warden was asked to gather a group of staff members that would represent many different departments within the institution. The representative staff meetings have been an extremely valuable tool for CIIC to better understand the problems, issues, concerns and areas of pride of the staff at each facility. The following summarizes the comments and concerns relayed by facility staff in the meeting.

- **Inmate Turnover and Crowding:** A security staff who has worked at NCI since 1997 expressed concerns regarding *inmate turnover and crowding*, noting that rarely is there an empty bed at NCI. It was relayed that just when an inmate’s attitude seems to be corrected, the inmate is released. *The person relayed that three to four years ago, the turnover was different. Now, they have a turnover of 220 inmates per month, which is equivalent to a whole new dorm.*

- **Inmate Turnover, Crowding, Short-Termers Mixed with Long-Termers, Personal Safety:** A case manager who has worked at NCI since it opened relayed *that a lot has changed. Staff reportedly used to know the inmates. The challenges include the inmate turnover and the crowding that has developed seen in the last few years.* Based on staff tracking, NCI has had a *complete turnover of the inmate population in one year.* The added concern is that *“we mix them with the long termers.”* *The crowding is a concern connected with increased tension, fights, and assaults. The staff person worries about co-workers as well as personal safety. The person added, “There is increasing danger. It is a huge concern.”*
- **Overcrowding and Felony 4, 5 and Child Support:** A staff person urged a careful review of the practice of *sending felony 5 and 4 inmates to prison for failure to pay child support. This was cited as part of the problem that has led to disturbing overcrowding in the prisons.*
- **Extortion and Money Sending Rule Change:** One staff person relayed that years ago, an inmate could only receive money from someone on their approved visitor’s list. Now, *anyone can send them money.* Staff reportedly see four to six cash slips made out to an inmate and staff track them. It was relayed that, *“Some receive thousands of dollars from a family claiming that they owe. Everybody sees it. Information on these matters has been turned in for years. It gets typed up and turned in to the Investigator.”* However, the staff person indicated that *nothing seems to change. It was recommended that “they should change it back.”* Commissary staff reportedly track the evidence of extortion, too. *(There seemed to be lack of confidence that the cases were truly being investigated and resolved.)*
- **Controlling Inmate Behavior:** A staff person relayed that *earned program credit is “not really controlling behavior.”* The attitude is reportedly, *“I’m doing my time. There’s nothing you can do to me. I don’t care.”* The person relayed the importance to continue programming and the re-entry initiative, but that *something more needs to be done to control behavior.*
- **The Under 21 Dorm:** A staff person relayed that youth in the population *under 21 dorm are all in one unit, described as the worst on the compound.* All of them reportedly want to be *“the next big guy.”* It was *recommended that they be spread throughout the population.*
- **Staff Loss, Large Caseloads, Motivated Inmates:** A recovery services staff person who has worked at NCI since 1998 relayed that NCI has a 24 hour alcohol and other drug program that just started. It was noted that there is a *large number of motivated inmates and staff have a large caseload. Concern was relayed that they are losing a lot of staff.* It was noted that there can only be 12 inmates to a group. The person relayed that *if only they had had more staff, they could reach so many more inmates.*

- **Excess Paperwork, Importance of having Staff in the Units:** One person relayed that *case managers have “tons of paperwork, are busy all of the time, and have a lot of inmate contact.”* The person stressed the importance for the unit staff to be in the unit. It was noted that the dorms have two officers each and the honor dorm has one officer.
- **Large Caseloads, Excess paperwork, Not enough Programming:** One unit manager who has worked at NCI for 12 years noted the *large caseload of case managers, and relayed that policies and procedures seem to make busy paperwork instead of focusing on programming, and “That’s our mission.”* The person relayed that *“There is no time to program, yet guys are on a waiting list their whole sentence. There is one case manager per dorm.”*
- **Motivated on Waiting lists:** One staff person relayed that many *inmates complain about not being able to earn their GED.* Some reportedly only have two months before they are released. NCI has a computer lab for independent study plus tutors. The staff person relayed, *“Guys take up the space who have no interest, while 20 others are waiting to get in. I wish teachers could devote their time to those who are motivated.”*
- **Need for More Programs:** A staff person relayed that *Cognitive Behavioral Treatment has been proven to work as long as the inmate wants to change. Staff continue to hear from inmates about the need for more programs.*
- **Need for Programs and Activities:** One staff person stressed, *“We need programs and activities.”*
- **Recovery Services/Education Criteria/Scheduling:** Concern was expressed about shared criteria between recovery services and education, such as GED and an out date that is six months prior to release. *Students in recovery services reportedly get pulled out for education. It was recommended that the criteria be adjusted.* Based on the CIIC staff’s understanding of the communication, a *scheduling adjustment may resolve the latter issue.*
- **Tobacco to Alcohol:** One staff person relayed that *“Having no tobacco is a real plus here, but now there is an outbreak in hooch.”*
- **Unit staff Running Drug Programs:** One staff person relayed that the *mandatory drug program is still a sanction but the program is now optional rather than mandatory. It is “put on the unit staff.”* However, *case managers and unit staff are reportedly not supposed to be running recovery services programs. The DRC policy reportedly only allows substance abuse staff to run those programs.*
- **Music Screening:** A security staff person in the package room relayed positive aspects of *Access Secure Pack, noting that it makes it easier for the staff, and that inmates even like it now. Initially, families were confused.* A concern was noted about the CDs that staff must screen. The staff person relayed that they have a list of banned music but new CDs have to be screened. It was noted that there are two package room officers. Once they are

screened, if they are denied, inmates can send an appeal to central office. *The staff person did not know who makes the decision. The person relayed, "It is a lot of work. There must be an easier way, possibly having Access Secure Pack provide a music catalog of only approved CDs.* The staff person expressed great satisfaction in the job. The only other concern cited was the constant *inmate turnover.*

- **OC/Pepper Spray:** An officer relayed that "*pepper spray works. It has reduced injuries from use of force incidents.*"
- **Staff Training/Overtime:** Security staff on site during the inspection relayed their belief that there are "all kinds of ways to save more money." One example cited was the use of overtime to cover posts when staff are in training.
- **Praise of Warden:** One staff person relayed, "We have an amazing warden. He really listens, interacts well, and actually tries our suggestions. He made it better for everyone."

INMATE COMMUNICATION ON SITE

CIIC spoke with many different inmates throughout the institution during the inspection. Listed below are some of the notable concerns relayed by inmates to CIIC.

Inmate Staff Relations

- Inmate complained that he was assaulted by a staff member on the yard and nothing was done about the assault. He further relayed that he was not given a use of force hearing.
- An inmate stated that staff do "bad things" to the inmates, such as pouring water in their locker box of personal property.

Medical Services

- One inmate relayed that he needs insulated gloves in the winter time per medical condition for hands. He stated that he has poor circulation, and could lose fingers without the proper gloves. He relayed that staff are of no help in the medical department.
- An inmate relayed concerns about an abnormally large growth on his ear lobe, and said that the medical department will not help him.

Sanitation

- Inmates reported that there were sanitation issues in the bathrooms and that there is a lack of cleaning supplies.
- An inmate relayed concerns about laundry being done in the unit, and said the process is not working properly. It was relayed that there is no central laundry, only the unit laundry exists and they do not use soap to wash, only water.
- Inmates relayed concerns about not having soap to use in the bathroom and stated that they are also "charged" for towels and wash clothes.

Young vs. Old

- Multiple inmates reported that there are problems between the young and older inmate population.

Segregation

- A Muslim inmate in segregation relayed concerns about not having access to his Koran and prayer rug in his property.

Programs

- Inmates complained that the short-term offenders get priority program placement over inmates serving a long sentence. They relayed that they are frustrated with the lack of program space.
- Inmates relayed concerns that they need programs to apply for furloughs and early release, but because of the long waiting lists, they are unable to get into programs.

Food Services

- Inmates relayed that the brunch means doing without eating for almost 20 hours. They stated that they get lettuce with the brunch, and staff never provide adequate substitutes for their deviation from the menus as staff never produce what is on the menu.
- Inmates complained that at their previous Saturday brunch, they were not provided with any meat.
- An inmate stated that they are never given pork chops, which he previously ate frequently at London Correctional Institution.
- Inmates relayed concerns that they are reportedly serving undercooked chicken and spoiled milk.

Incentives

- An inmate stated that inmates in the merit dorm should have more incentives for their positive behavior. He suggested more movies through the week and more recreation activities within the unit.

Reduction in Free Envelopes

- Inmates also relayed complaints about only getting one free envelope per month which is now the case for all inmates system-wide, when they previously received a stamped envelope each week.

Institution Assignment

- An inmate relayed that he would like to transfer closer to the Columbus area, and has been denied because he will be released in four or five months.
- One inmate stated that he has been incarcerated at both Chillicothe Correctional Institution and Pickaway Correctional Institution, and that they were both better than his current placement.

Property Concerns

- Inmates relayed concerns about paying \$200 for a television, and then being moved into another housing unit that does not permit televisions.
- A Hispanic inmate relayed that he will be picked up by the United States Immigration and Customs Enforcement Agency upon his release, and was fearful that the Receiving and Discharge (R&D) Department would take his property, including his whites (underclothing and socks). An administrative staff member dispelled this concern to the inmate, however it was evident the inmate believed it was still an issue.

Phone

- A Hispanic inmate relayed that they are unable to make collect calls to their native country. They stated that there is a prepaid system for their family and friends to pay for the calls through Western Union, but stated that they do not have access to Western Union in Mexico.

Cashier

- Inmates relayed concerns about their money orders reportedly being flagged and held up by the administration.
- Other inmates complained about the lack of money to spend after court ordered payments are deducted from their account.

Recreation

- Hispanic inmates stated that they would like to be able to access the news in their native country. They said that the newspapers received by the institution are 20 days old and that there is no Hispanic channel available on the television.

Sentence

- An inmate relayed concerns about his sentence. He stated that this was his first offense and he was given a six year sentence for failure to pay child support.

CIIC CONTACTS AND REPORTED CONCERNS

System-wide, from January 1, 2009 to February 4, 2010, a total of 2,667 contacts were received by CIIC regarding the prisons, mostly in the form of letters. Noble Correctional Institution *ranked twenty-fifth among the prisons, with only 29 contacts received.* The Southern Ohio Correctional Facility had the highest number of contacts with 525 contacts followed by the Mansfield Correctional Institution with 252 contacts.

System-wide, the 2,667 persons who contacted the CIIC relayed 11,348 concerns to the CIIC. The top five categories of concerns statewide were:

- Staff Accountability with 1,883 concerns
- Supervision with 1,707 concerns
- Health Care with 1,092 concerns

- Inmate Grievance Procedure with 842 concerns
- Non-Grievable Matters with 741 concerns

The 29 persons who contacted the CIIC regarding the Noble Correctional Institution reported 102 concerns. *The top five categories of concern received about the Noble Correctional Institution were:*

- **Staff Accountability** with 14 concerns: The group includes subcategories of Access to staff, Failure to perform job duties, failure to respond to communication and failure to follow policies.
- **Supervision** with 14 concerns: The group includes subcategories of Unprofessional conduct, Abusive language, Racial or ethnic slurs, Conduct report for no reason, Intimidation/threats, Retaliation for filing grievance, Retaliation for filing lawsuit, Retaliation for voicing complaints, Privacy violations, and Harassment.
- **Non-Grievable Matters** with 13 concerns: The group includes subcategories of RIB/Hearing Officer, APA, Court, Legislative action, and Separate appeal process.
- **Institution Assignment** with eight concerns: The group pertains to Transfer or denial.
- **Health Care** with nine concerns: The group includes subcategories of Access/Delay in receiving medical care, Improper/inadequate medical care, Delay/denial of medication, Medical records, Eye glasses, Forced medical testing, Medical transfer, Prosthetic device, Medical co-pay, Medical restriction, Medical aide/device, Disagree with diagnosis/treatment

The following table provides the number of concerns by category and subcategory reported to the CIIC regarding Noble Correctional Institution.

**Table 1. Number of Reported Concerns Received by CIIC Regarding
Noble Correctional Institution from January 1, 2009 to February 4, 2010
by Category of Concern**

CATEGORY OF CONCERN	SUBCATEGORY OF CONCERN	NUMBER OF REPORTED CONCERNS	TOTAL CONCERNS
Staff Accountability	Failure to follow policies	6	
	Failure to respond to communication	4	
	Failure to perform job duties	4	
Subtotal			14
Supervision	Unprofessional conduct	4	
	Abusive Language	3	
	Intimidation/threats	3	
	Harassment	3	
	Conduct report for no reason	1	
Subtotal			14
Non-Grievable Matters	Rules infraction board	6	
	Adult parole authority	2	
	Court	2	
	Legislative action	1	
	Separate appeal process	1	
	Other	1	
Subtotal			13
Health Care	Improper/inadequate	3	
	Access/delay	2	
	Disagree with diagnosis	2	
	Delay/denial of medication	2	
Subtotal			9
Institution Assignment			
	Transfer or denial	8	
Subtotal			8
Inmate Relations	Inappropriate Sexual Behavior	3	
	Assaults	2	
	Security Threat Group/Gang	1	
	Other	1	
Subtotal			7

CATEGORY OF CONCERN	SUBCATEGORY OF CONCERN	NUMBER OF REPORTED CONCERNS	TOTAL CONCERNS
Special Management Housing (Segregation/Isolation)	Placement	4	
	Release	1	
Subtotal			5
Inmate Grievance Procedure	Informal Complaints	2	
	Inspector of IS	2	
	Other	1	
Subtotal			5
Housing Assignment	Unit assignment	4	
	Cell/bed assignment	1	
Subtotal			5
Protective Control	Separation	2	
	Personal safety	1	
Subtotal			3
Job Assignment	Job removal	2	
	Job assignment	1	
Subtotal			3
Other		3	3
Discrimination	Disciplinary action	1	
	Other	1	
Subtotal			2
Inmate Groups	Staff interference	2	
Subtotal			2
Security Classification	Instrument incorrect	1	
	Procedural issues	1	
Subtotal			2
Personal Property	Lost/damaged	1	
	Denied Permission to possess	1	
Subtotal			2
Laundry/Quartermaster	Denied item	1	
Subtotal			1
Commissary	Denied commissary privileges	1	
Subtotal			1
Educational/Vocational Training	Educational program	1	
Subtotal			1
Religious Services	Service for particular faith	1	
Subtotal			1
Library	Materials	1	
Subtotal			1
Total			102

THE LIBRARY: CREATION OR EXPANSION OF MINORITY BOOK SECTIONS

During the course of the 2009 inspections which always include the library, the CIIC Chairman, Representative Tyrone K. Yates, has cited the need for African American and also Hispanic designated Book Sections in Ohio prisons and juvenile correctional facilities. There is also a need for sufficient copies of periodicals of popular magazines for the African American and Hispanic inmates. Jet, Ebony, and Black Enterprise were suggested. In addition to the literature, African American and Hispanic movies, and books on tape should be provided. The purpose of the proposed improvements is to enhance cultural awareness, not only one's own but of others, and to enlighten inmates through classic biographies.

The proposal will help to improve inmates, contribute to good order, and improve the libraries. So much good could be done by a focus on the library, which could provide books about real people who inspire and bring out the best in us. In the therapeutic community model of substance abuse treatment in prisons, they insist that the critical ingredient for success is that a real person is on the staff who has been where the offender is, and who has succeeded in changing their life. They provide the model and this is said to provide renewed hope and confidence that they, too, can overcome addiction and make something of their life. The same inspiration can come from books about real people.

With the overcrowding and understaffing, it is a constant challenge for staff to keep the inmates busy with programs and activities, yet idleness leads to serious safety and security problems. Many inmates seem to crave the library, possibly for the solace that it provides. Many more could learn to enjoy reading with the right selection available.

Surely some of the reading incentives that the public libraries and schools use for school children, could be used within the DRC and DYS institutions. The facilities could form ad hoc committees to include inmates in order to zero in on making their library the best that it can be.

There are dedicated librarian staff in the prisons. Unfortunately, a number of librarian positions have been left vacant due the budget problems. At some institutions, other staff volunteer their time just to keep the library open for a few hours a day.

Inmates in segregation have limited access to the library. Those in Local Control are in segregation for up to six months. At higher security institutions, those in "4B" and above are effectively in isolation indefinitely, sometimes for years. If they were provided with good biographies and even good self-help books, at least the isolation would be filling their mind with something positive that may make a difference in their life. Reading can keep them mentally healthy, as well as make them think, which ultimately affects their actions.

Noble Correctional Institution's Library

The library and law library were observed as expansive and open, and considered good. The CIIC Chair assessed it as a B+ in comparison to the other correctional institution's libraries that have been visited in the current biennium. Inmates were observed watching movies, which staff relayed were donated to their institution from the Southeastern Correctional Institution in

Lancaster, Ohio. A complete set of both Administrative Rules (ARs) and ODRC Policies were available for inmates' use, and it was relayed that they are updated quarterly.

The CIIC Chair cited the need to expand a dedicated African American History space. No such section could be located during the inspection, but staff later advised that one does exist. The CIIC Chair also suggested that reading material, videos and music can be an effective means system-wide to break down barriers.

Based on the impressive responses below regarding the library, particularly to question two, the inventory shows a sincere effort to provide African American and multi-cultural books to meet the needs and interests of the inmate population. Note in the response to question one below that African American is not listed as an example of the different sections, but that others such as "multi-cultural" are "marked with a sticker," presumably on the individual books. Consideration should be given to the extent to which that dedicated space in the library is easily identifiable to the inmates and how it may be improved in light of the comments above and as suggested in the questions below.

It should be noted that Expectations includes a section titled, "Learning, Skills and Work Activities" which has one question regarding the library. The questions and responses are provided in the program section of this report. The library question states, "Are prisoners encouraged and enabled to learn, and do they have access to good library facilities?" The NCI staff responded as follows:

Yes. Inmates have access to the Library seven days per week. The Library allows the inmate population access to its collection of books, periodicals, newspapers and reference collection. Inmates needing additional materials can obtain them through Southeast Regional Library through the interlibrary loan process. Inmates have access to a variety of educational programs including the following: Adult Basic Education, Pre-GED, GED, Advanced Job Training (Small Business Management & Business Communication), Apprenticeship, Career Enhancement & Career Development programs (Carpentry and Turf Management) and Tutoring.

EXPECTATIONS QUESTIONS AND RESPONSES: LIBRARY

1. Does the prison have an effective strategy for maximizing access to and use of a properly equipped, organized library, managed by trained staff? **Yes, the Library is operated by J. Hupp, Librarian 1. NCI has the automation system (Auto-Librarian) which helps keep track of the material that is checked out to the inmate population. The NCI Library is divided into several different sections for example: Non-fiction, Biography, Mystery, Romance, Western, Science Fiction, Fantasy, with others that are marked with a sticker such as adventure, multi-cultural**

- a. How do prisoners with mobility problems get access? **The Education Building has no stairs or ramps, therefore someone with a disability can come right in off the sidewalk. If an inmate has mobility problems, he can ask or kite and he will receive all the help necessary to retrieve the material that he wishes.**

2. Are the library materials broadly reflective of the different cultures and needs of the prison population, including Braille, talking books, and foreign language books? **Yes, our library is very much a multi-cultural library. We have 208 African American /Fiction/ History books by 135 Authors, Islamic and Reference Material we hold 855 items in our collection with 37 multi-cultural books. We do have books on tape/CD's total of 79, foreign language Spanish books 243, and French 2 books in circulation. The NCI Library has a different theme for each month. The subject, Authors, and Activity are as follows:**

- **January: New Year, New Beginnings, Starting your life over Author: John Jakes Drawing: How you view your future**
- **February: African American History - Author: Ordered Black History Books from outside library Drawing: Martin Luther King**
- **March: Irish American Heritage Month Author: Andrew Greeley Drawing: How do you see NCI in the Spring**
- **April: Emotional Overeating Awareness Month Author: Eric Jerome Dickey Drawing: Poster to prevent emotional overeating**
- **May: Latin American History Author: Vince Flynn and ordered books for Latino's Drawing: Spanish Setting**
- **June: National Cancer Survivors & Fathers Day Author: John Grisham Drawing: Draw someone who you know that has had cancer**
- **July: Social Wellness Author: Andre Norton Writing Paper: A paper on how you feel society sees you.**
- **August: Happiness Happens Author: J.K. Rowling Drawing: A poster that makes you feel happy**
- **September: Labor Day History Author: Raymond Feist Drawing: If you were to open a construction company what would it look like?**
- **October: Children's Magazine Month & Halloween Author: Stephen King Drawing: Develop a magazine that you would want your child to view**
- **November: Diabetic Eye Disease & Thanksgiving Author: Lawrence Sanders & James Patterson Drawing: Poster on Diabetic Awareness**
- **December: Basketball Created: Anniversary & Christmas Author: T.D. Jakes & Joyce Myers Writing: A short story of your favorite Basketball player OR Write a short story of your most memorable Christmas**

NCI has had a blind inmate who was a member of a Library for the Blind. They would send him books, magazines and newspapers on tape. The Mailroom would direct the material to the Library mail box where the inmate would pick up the material and return the ones he was using. Ms. Hupp would ensure the material was put back in the mail box and returned to the Library.

3. Do all prisoners have access to a range of library materials, which reflect the population's needs and support learning and skills? **Yes, we have an Education/Library survey once a year and where orders are based on the feedback is from the survey. Our Library is open 7 days a week unless something unusual operational occurs. When the Librarian is not present, the Library reverts to limited services which indicate that an inmate may use the library for studying and research but he may not check anything out. If an inmate is in Segregation, he can kite and the Librarian will fill his request once he has been placed on Local Control status. The Security Control and Disciplinary Control status inmates may use the onsite collection in Segregation until they reach Local Control status.**

Does this include:

- a. Literacy? **Yes, 351 (1-6 reading level) in circulation.**
 - b. Math? **Yes, we currently have 48 books in circulation.**
 - c. Language? **Yes, 36 + (3 still waiting to be processed) for a total of 39 books in circulation.**
 - d. Employability? **Yes, 214 books on how to find, get, and keep employment. NCI will also assist an offender in building his resume for employment consideration.**
 - e. Vocational training? **Yes, 121 books on different occupations without a degree.**
 - f. Social and life skills? **Yes, 227 books on subject.**
4. Do library materials include a comprehensive selection of up-to-date legal textbooks and DRC Administrative Rules and DRC Policies? **Yes, the law library has up to date material along with West Law on three terminals, five typewriters, Administrative rules, DRC Policies and the Medical Protocols are included. (There is a second set of Admin, DRC Rules and Medical Protocols in the library office.)**

CIIC STATUTORY REQUIREMENT

IV. THE GRIEVANCE PROCEDURE

The statute requires the CIIC to evaluate the grievance procedure at each institution and to report findings and any recommendations for improvements to the Ohio General Assembly. In partial compliance with the requirement, the CIIC in cooperation with DRC, conducted surveys of wardens, inspectors and a random sample of inmates system-wide in the previous biennium, and completed reports on the results in 2009. Each report is posted on the CIIC website at www.ciic.state.oh.us. The CIIC staff were most pleased to know that Warden Voorhies, the NCI Warden at the time of the inspection, who would soon be the new DRC South Regional Director, recognized and understood the value of the survey results, and expressed plans to use them as a tool for discussion on possible improvements at each prison in the southern region. He indicated that the surveys would be reviewed by a cross section of staff who would analyze the survey and ask, "Is this a valid issue?"

CIIC staff are currently focusing on completing the inspection reports and will then need to focus on completing the remaining inspections due in 2010. However, it is CIIC staff's hope to carefully study and identify the most significant findings in the system-wide survey that can evolve into proposals or recommendations to assist in the development of improvements in the grievance procedure. The grievance procedure's importance is reflected in the CIIC statutory requirement to evaluate and report on the procedure at each institution. *The grievance procedure has the potential to prevent costly litigation by preventing and solving problems. It has the potential to prevent violence, both individual and mass violence that can otherwise erupt from unaddressed problems.*

Facility staff relayed that the Inspector at NCI has open office hours when inmates can walk in to talk to him. He reportedly resolves many problems before there is even an informal complaint filed. Staff relayed that the Inspector does a "terrific job."

Inspector Activity Reports

A review was made of the grievance information received from NCI from January 1, 2009 to February 3, 2010, which includes the Inspector Activity Reports for nine months in the period. The information has been entered in the tables below. A careful study of the reports show an impressive amount of activity that does not even take into account the direct activity in processing, investigating and rendering decisions on grievances, as well as having responsibility in ensuring that staff supervisors respond to informal complaints in seven days from the date of receipt. The Inspector is also the only source for grievance forms.

Administrative Rule 5120-9-29 outlines the duties of the inspector of institutional services as follows:

- Facilitate all aspects of the inmate grievance procedure, as established by rule 5120-9-31 of the Administrative Code.
- Investigate and respond to grievances filed by inmates;

- Monitor the application of institutional and departmental rules and policies affecting conditions of incarceration; and report to the warden any noncompliance including recommendations for corrective action;
- Conduct regular inspections of institutional services and serve as a liaison between the inmate population and institutional personnel;
- Review and provide input on new or revised institutional policies, procedures and post orders;
- Provide training on the inmate grievance procedure and other relevant topics;
- Perform other duties as assigned by the warden or chief inspector which do not create a conflict with (top two points)
- Submit all reports, documents, or other forms of accountability of their work to the chief inspector and/or warden as directed.

Areas Inspected

Regarding areas inspected, E1 Dorm was inspected most frequently, at four times in the nine month period in which reports were received, followed by Dorms A1, B1, C1, D1 and E2 as well as Segregation, which were each inspected on three occasions in the period. Dorms B2, C2 and D2 as well as “Money Accounts” received two inspections each. The least inspected were A2 Dorm, the mail room, law library, library, visiting and medical services with one inspection in the nine month period.

Table 2. Frequency and Areas Inspected by Inspector in a Nine Month Period in 2009

Areas Inspected	Frequency of Inspections	Areas Inspected in order of Frequency	Frequency of Inspections
A1 Dorm	3	E1 Dorm	4
A2 Dorm	1	A1 Dorm	3
B1 Dorm	3	B1 Dorm	3
B2 Dorm	2	C1 Dorm	3
C1 Dorm	3	D1 Dorm	3
C2 Dorm	2	E2 Dorm	3
D1 Dorm	3	Special Management/Isolation/ Segregation	3
D2 Dorm	2	B2 Dorm	2
E1 Dorm	4	C2 Dorm	2
E2 Dorm	3	D2 Dorm	2
Special Management/Isolation/ Segregation	3	Money Accounts	2
Mail Room	1	A2 Dorm	1
Money Accounts	2	Mail Room	1
Law Library	1	Law Library	1
Library	1	Library	1
Visiting	1	Visiting	1
Medical Services	1	Medical Services	1

Orientation on the Grievance Procedure

In the nine month period, the inspector provided orientation to new arrivals at the institution each month. Groups ranged from a low of one to a high of 68 inmates attending. On a monthly basis, the inmates attending orientation ranged from a low of 97 in March 2009 to a high of 218 in February 2009. In all, the Inspector provided orientation on the grievance procedure to 1,482 inmates in the nine month period, an average of 165 per month.

Table 3. Inspector Activity Reports 2009: Number of Kites, Court of Claims Investigations, Approved Property Settlements, Outside Agency Contacts, Other Outside Contacts, Inmates Seen in Open Office Hours

Month	Kites	Court of Claims Investigations	Approved 5120-9-32 Settlements	Outside Agency Contacts (i.e. CIIC, A.G.)	Other Outside Contacts (i.e. Inmate family, friends)	Number of Inmates Seen In Open Office Hours
February	30	0	1	0	5	29
March	29	0	1	0	5	52
April	38	0	1	2	4	77
May	11	0	1	4	2	49
July	32	0	1	2	4	67
August	22	0	1	3	5	58
September	19	0	0	2	4	69
November	26	1	0	3	5	38
December	28	0	1	2	6	64
TOTAL	235	1	7	18	40	503
Monthly Average	26.11	.1	.78	2	4.44	55.89

Special Assignments, Meetings, Seminars

In the nine month period, the Inspector reported 24 special assignments, meetings or seminars. The most frequent meeting attended by the Inspector pertained to security threat groups, with nine attended in the nine month period in which reports were received, followed by five Department Head Meetings and three Medical Quality Assurance Meetings.

There are advantages to an Inspector's involvement with security threat group issues either as a member of the security threat group committee at each institution or as a Security Threat Group Coordinator. In the 2009 inspection at the Cuyahoga Hills Juvenile Correctional Facility it was learned that their Grievance Coordinator is also their Security Threat Group Coordinator. Although the CIIC receives letters from inmates reporting problems with security threat groups (gangs), inmates are often reluctant to contact an Investigator or Security Threat Group Coordinator directly because such contact, even by kite or interview, can be construed by gang members as evidence that the inmate is "snitching," thus adding to the difficulty of the inmate's problem and situation. However, since an Inspector has direct involvement in investigating and

solve problems pertaining to nearly any aspect of institutional life, ranging from food or medical services to inappropriate supervision, such contact is not likely to raise suspicions of gang members.

<u>Special Assignment, Meetings, Seminars</u>	<u>Number</u>
Security Threat Group Meeting	9
Department Head Meeting	5
Medical Quality Assurance Meeting	3
Pre-Release	1
Executive Staff Meeting	1
CIIC Survey Committee Meeting	1
Law Clerk Class	1
Dorm Inspection Training	1
Health & Safety Quarterly Meeting	1
Strategic Planning Meeting	1
Total	24

Inmate Communication

As shown in the table below, the NCI Inspector saw a total of 503 inmates during open office hours in the nine months in which reports were received, an average of 56 inmates per month and ranging from a low of 29 inmates in February 2009 to a high of 77 inmates in April 2009. The NCI Inspector received an average of 26.11 kites per month, ranging from a low of 11 in May 2009 to a high of 38 in April 2009. “Kites” are paper forms used to communicate in writing from an inmate to any staff person in the inmate’s institutions. Kites are folded, sealed, and dropped in a kite box. Based on what is written on kite forms, staff are to respond to kites in writing or in person in five working days.

Outside Contacts

In the nine month period in which reports were received, the NCI Inspector received a total of 18 outside agency contacts, with an average of two per month, and ranging from a low of zero contacts in two months, to a high of four in one month. Other outside contacts, such as inmate family and friends totaled 40 in the period, with an average of 4.44 per month and ranging from a low of two in July to a high of six in December 2009.

Property Loss

According to the Inspector Activity Reports, in 2009 there was only one court of claims investigation by the Inspector. However, there were seven cases in the nine month period in which the property loss resulted in an “approved 5120-9-32 settlement.” There was one such settlement in each month except for September and November 2009. The administrative rule states that:

If an inmate in a state correctional institution has a claim against the DRC for the loss of or damage to personal property and the amount claimed does not exceed \$300, before commencing an action against the DRC in the court of claims of Ohio, the inmate shall file the claim as a grievance directly to the Inspector of Institutional Services...

The Inspector...shall provide a written response to the claim filed as a grievance within 30 days of receipt... If the inmate's claim is determined to have merit, the Inspector..., subject to the warden's concurrence, shall make an offer to compromise the claim to the inmate.

If the inmate accepts the offer to compromise, a payment shall be made to the inmate's institutional account from general revenue funds appropriated to the DRC. Such payment is subject to withdrawal from such account as may be necessary to pay court ordered obligation pursuant to rule 5120-5-03 of the Administrative Code...

If the DRC denies the grievance or does not compromise the claim at least 60 days prior to the expiration of the time allowed for the commencement of a civil action based upon the loss or damage under section 2743.16 of the Revised Code... the inmate may commence an action in the court of claims of Ohio under Chapter 2743 of the Revised Code to recover damages for the loss or damage.

Table 4. Inspector Activity Reports 2009: Areas Inspected by Date, Orientations Presented and Number Attending, and Special Assignments, Meetings and Seminars by Date

Dates	Inspected Area	Dates	Number Attending Orientation	Dates	Special Assignments, Meetings, Seminars
2-24-09	C1 Dorm C2 Dorm E1 Dorm E2 Dorm	2-3-09 2-10-09 2-18-09 2-23-09	60 65 25 <u>68</u> 218	2-4-09 2-9-09 2-11-09 2-25-09	Dept. Head STG Meeting Pre-Release Medical Q/A Meeting
3-2-09 3-26-09	Special Management A1 B1 B2	3-3-09 3-10-09 3-19-09 3-30-09	36 46 12 <u>3</u> 97	3-4-09 3-9-09 Weekly	Dept. Head STG Meeting Executive Staff Meeting
4-24-09 4-27-09	Mail Room Money Accounts Law Library Library	4-2-09 4-7-09 4-14-09 4-20-09 4-28-09	1 38 43 47 <u>35</u> 164	4-1-09 4-13-09	Dept. Head STG Meeting
5-29-09	Dorm A1 Dorm A2 Dorm C1 Dorm C2	5-1-09 5-5-09 5-12-09 5-19-09 5-27-09	20 47 61 54 <u>15</u> 197	5-6-09 5-11-09	Dept. Head Meeting STG Meeting
7-28-09	D1 D2 E1 E2	7-1-09 7-6-09 7-13-09 7-21-09 7-28-09	9 45 39 52 <u>51</u> 196	7-1-09 7-13-09	Dept. Head Meeting STG Meeting
8-28-09	B1 Dorm B2 Dorm E1 Dorm D1 Dorm	8-3-09 8-11-09 8-19-09 8-24-09	31 41 46 <u>38</u> 156	8-10-09 8-26-09	STG Meeting Medical QA Meeting
9-30-09	Money Accounts Visiting Medical Services Special Management	9-2-09 9-9-09 9-16-09 9-21-09 9-30-09	33 18 53 46 <u>33</u> 183	9-3-09 9-14-09 9-30-09	CIIC Survey Committee Meeting STG Meeting Medical QA Meeting
11-24-09	D1 D2 E1 E2	11-3-09 11-12-09 11-17-09 11-24-09	36 17 42 45 140	11-3-09 11-9-09	Law Clerk Class STG Meeting
12-22-09 12-30-09	C1 B1 A1 Isolation	12-1-09 12-8-09 12-15-09 12-22-09 12-29-09	28 41 37 5 <u>20</u> 131	12-9-09 12-10-09 12-14-09 12-16-09	Dorm Inspection Training Health & Safety Quarterly Meeting STG Meeting Strategic Planning Meeting
Total : Nine Months			1,482		24

Grievance Data

A review was made of the monthly Institution Grievances Statistics for 2009. In each of the 12 monthly reports, it is reported that 90 grievances were filed during the year, that 77 inmates filed grievances during the year, and that the highest number of grievances filed by a single inmate was three.

As shown in the table below, inmates filed an average of 7.5 grievances per month, with a low of two grievances in March 2009, a high of 12 grievances in October 2009, and a yearly total of 90 grievances filed with the Institutional Inspector.

An informal complaint is the first step of the grievance procedure. Informal complaints are submitted to the supervisor of the person or department relevant to the problem or complaint. A copy of the informal complaint is also sent to the Inspector, who also has specific duties to ensure timely responses to informal complaints. In 2009, a total of 597 informal complaints were filed, with an average of 50 per month, and a range from a low of 33 in February to a high of 64 in October.

Table 5. Number of Grievances and Informal Complaints Received at Noble Correctional Institution by Month in 2009

Month	Grievances Received	Informal Complaints Received
January	5	39
February	7	33
March	2	46
April	7	57
May	7	47
June	10	52
July	9	43
August	8	60
September	9	56
October	12	64
November	8	47
December	6	53
Total	90	597
Average Per Month	7.5	49.75
Monthly Range	2-12	33-64

In 2009, a total of 19 grievances were granted. Of that number, there were 17 dispositions in which the problem was noted, with correction pending. In the remaining two dispositions, the problem was corrected. There was no disposition in the year in which a problem was noted and a report or recommendation was submitted to the Warden.

Table 6. Number of Granted Grievance Dispositions with Status of Problem Correction and Month in 2009

Month	Problem Corrected	Problem Noted, Correction Pending	Problem Noted, Report/Recommendation to the Warden	Total Granted
January	0	1	0	1
February	0	2	0	2
March	0	1	0	1
April	1	0	0	1
May	0	3	0	3
June	0	4	0	4
July	0	0	0	0
August	0	2	0	2
September	0	0	0	0
October	1	2	0	3
November	0	1	0	1
December	0	1	0	1
Total 2009	2	17	0	19
Monthly Average	.17	1.42	0	1.58
Monthly Range	0-1	0-4	0	0-4

As shown in the table below, in 2009, a total of 71 grievances were denied. However, no grievances were denied due to not being within the time limit for filing a grievance and no grievances were denied due to being a false claim.

Of the 71 grievances that were denied, the largest group was denied due to *insufficient evidence to support the claim*, consisting of 33 denials or 46.5 percent of the denials. The second largest group of denials was due to a decision that *staff action was a valid exercise of discretion*, consisting of 20 grievance decisions, comprising 28.2 percent of the denied grievances. The third largest group was denied due to *failure to use the informal complaint procedure*, consisting of 12 grievance denials, comprising 16.9 percent of the denials in 2009. Only four were denied for *not being within the scope of the grievance procedure*. Only two were denied due to a determination that there was *no violation of rule, policy or law*.

Table 7. Grievance Dispositions Denied by Month in 2009 with Reason for Denial

Month	No Violation of Rule, Policy, or Law	Not Within Scope of Grievance Procedure	Failure to Use Informal Complaint Procedure	Staff Action Was Valid Exercise of Discretion	Insufficient Evidence to Support Claim	Total Denied
January	0	0	2	2	0	4
February	0	0	0	1	2	3
March	0	0	1	3	0	4
April	0	1	1	1	1	4
May	0	0	1	1	1	3
June	1	0	0	1	6	8
July	1	0	2	1	2	6
August	0	1	0	3	2	6
September	0	0	1	0	5	6
October	0	2	1	2	6	11
November	0	0	0	3	5	8
December	0	0	3	2	3	8
Total 2009	2	4	12	20	33	71
Percent of Those Denied	2.8%	5.63%	16.90%	28.17%	46.5%	100%
Monthly Average	.17	.33	1	1.67	2.75	5.91
Monthly Range	0-1	0-2	0-2	0-3	0-6	3-11

As shown in the table below, in 2009, the Inspector granted 19 grievances, comprising 21.11 percent of the 90 grievance dispositions in the year. Fifteen of the granted grievances pertained to personal property that was allegedly lost, damaged or confiscated by staff, the largest category of all granted grievances and denied grievances. There were four other grievances that were granted: one each regarding state pay, improper account charge lost or damaged property during transfer and personal property “other.”

Nearly 79 percent of the grievance dispositions denied the grievance. In all, 71 grievances were denied of the 90 grievance dispositions in the year. The largest subgroup of denials pertained to personal property lost, damaged or confiscated by staff.

Regardless of the granted or denied disposition, the largest number of grievance dispositions pertained to grievances about personal property being lost, damaged or confiscated by staff, a total of 28 in the year. Other subcategories of grievances ranged from one to six per topic. There were 20 grievance dispositions regarding Medical Care, all which were denied.

The largest grouping of grievance dispositions pertains to personal property, with 38 in all.

Table 8. Number of Grievances Granted and Denied by Subject in 2009 at the Noble Correctional Institution

Subject of Grievance	Granted	Denied	Total
Access/Delay in Receiving Medical Care		4	4
Improper/Inadequate Medical Care		6	6
Delay/Denial of Medication		6	6
Medical Co-Pay		1	1
Medical Restriction		1	1
Disagree with Diagnosis/Treatment		1	1
Medical: Other		1	1
Food Not Properly Prepared		1	1
Deviation from Food Menu		1	1
Denial of Food		1	1
Food: Other		1	1
Funds Lost/Not Posted		1	1
State Pay	1		1
Improper Account Charge	1	1	2
Property Lost, Damaged, Confiscated by Staff	15	13	28
Property Stolen/Damaged by Inmate		6	6
Denied Permission to Receive, Possess Property		1	1
Personal Property Lost or Damaged During Transfer	1		1
Personal Property: Other	1	1	2
Job Removal		1	1
Good Time Credit		2	2
Delay/Failure in Mail/Package Delivery		1	1
Staff Unprofessional Conduct		4	4
Staff Abusive Language		1	1
Privacy Violations		1	1
Harassment		1	1
Use of Force with No Report		4	4
Reported Use of Force		3	3
Discrimination: Benefits		1	1
Housing Assignment: Unit Assignment		2	2
Housing Assignment: Other		1	1
RIB/Hearing Officer		2	2
Total	19	71	90
Percent	21.11%	78.89%	100%

EXPECTATIONS QUESTIONS AND RESPONSES: COMPLAINT/GRIEVANCE PROCEDURE

1. Are there effective complaint procedures in place that are easy to access, easy to use, and provide timely responses? **Yes. The use of the kites & Informal Complaint Resolutions are all available in the dorms and work areas. The Notification of Grievances is available upon request through the Inspector of Institutional Services. All documents are to be answered in 7 to 14 days.**
2. Do prisoners feel safe from repercussions when using these procedures and are they aware of an appeal procedure? **Staff is warned against retaliation at the annual in-service training. The IIS has answered only a few claims in the last nine years.**
3. Is information about the grievance procedure reinforced through notices and posters that are produced in English and other languages and displayed across the prison? **Yes.**
 - a. Are there posters in prominent places on all residential units, including for those with literacy problems and those with disabilities so that they can understand and are able to access the procedures? **Yes it is posted in all units & work areas and explained in person during open office hours.**
 - a. Since some prisoners, e.g. foreigners, may need to be specifically told about the whole process, is there a single channel of contact or clear information on how to make a complaint? **The Inspector explains this in person during his open office hours.**
 - c. Is information on the units/blocks always displayed and do prisoners understand it? **Yes.**
 - d. What are the procedures for blind prisoners? **Verbal explanation delivered in person and information available at open office hours.**
4. Are prisoners encouraged to solve areas of dispute informally, before making official complaints? **Yes. Explanation is given in IIS informational flyer posted in every dorm.**
5. Can prisoners easily and confidentially access and submit complaint forms? **Yes. Either in kite, through unit staff or through IIS open office hours.**
 - a. Are forms required to access complaint forms? **No – verbal request only is needed.**
 - b. Are there forms, and at least one kite box on each block/dorm? **Yes there are forms available but not a box. The kites can be dropped off in the mail box (located in Food Service entry doors) and handled with US mail.**
 - c. Are the boxes emptied daily by a designated officer? **US mail box is emptied once a day by Mailroom staff only.**
 - d. Are form dispensers always stocked with forms? **They are checked by supervisors and the IIS during rounds. Any shortfalls are addressed at that time.**
 - e. Are informal complaints and grievance files secured on a limited access basis? **No – verbal request is all that is required.**

6. Do prisoners make use of the procedures, and are they free of pressure to withdraw any complaints or grievances? **Yes.**

- a. What are the procedures for prisoners with learning or other disabilities? **Verbal explanation with aid of NCI staff interpreter when necessary.**

7. Are all complaints and grievances, whether formal or informal, dealt with fairly and answered within three days, or 10 days in exceptional circumstances, with either a resolution or a comprehensive explanation of future action? **7 to 14 day per ODRC policy.**

- a. Are complaints resolved? **Yes and tracked by the IIS.**
- b. Are complaints answered within three working days, or within 10 days in exceptional circumstances? **Emergency grievances are answered immediately and sometimes with 24 hours.**
- c. Are forms sent back to prisoners because of technicalities in procedure? **Yes by IIS only. Although often investigated anyway.**
- d. Are such complaints referred to the relevant staff member, not back to the prisoner? **Only by IIS due to mandated time line.**
- e. Are target return times recorded? **Yes and tracked. For the Chief Inspector & the IIS.**
- f. Are letters of complaint/concern from third parties, such as legal representatives, family or voluntary organizations, logged and answered? **Yes. The IIS tracks this for his monthly report.**

8. Do prisoners receive responses to their complaints/grievances that are respectful, legible, and address the issues raised? **Yes. It is monitored and enforced by the IIS.**

9. Are formal grievances signed and dated by the respondent? **Yes. The respondent is the IIS.**

- a. Regarding the quality of responses, is there a quality assurance system in place? **The Chief Inspector reviews the monthly and yearly reports as quality assurance measure.**
- b. Does the staff member who dealt with the complaint clearly print their name on the response? **These are typed only by the IIS.**
- c. Are staff responses to confidential complaints returned in sealed envelopes? **Yes, either by the IIS or the IIS Secretary.**

10. Do prisoners feel able to ask for help in completing their complaint or grievance form and in copying relevant documentation? **Yes.**

- a. Are staff responsive to requests for help with forms? **Yes. Either the IIS or the NCI Librarian.**
- b. Are translation services provided for those who need them? **Yes through the IIS & institutional interrupter.**

- c. What are the arrangements for prisoners with literacy problems, and for those who are blind? **This is handled through the IIS open office hours and the NCI Librarian.**

11. Is any declaration of urgency by prisoners fully assessed and answered? **Yes.**

- a. Are staff responsive to requests for urgent help? **Yes. Through Shift supervisors, Unit Staff, IIS, Deputy Wardens & Warden.**

12. Are prisoners who make complaints against staff and/or other prisoners protected from possible recrimination? **Yes.**

- a. What protection measures are in place and put into practice? **Local/Institutional separations and even institutional transfers when necessary.**
- b. Are responses objective and factual and conclusions based on evidence rather than supposition? **Professional investigations are completed by NCI supervisors and IIS.**
- c. What are the adverse effects of filing complaints? **Inmate fear of retaliation whether justified or not.**
- d. Do prisoners know that there are protection measures if they complain about staff or other prisoners? **Yes and most are aware of the availability of local and institutional separations.**

13. Do prisoners know how to appeal grievance decisions? **Yes.**

- a. Are appeals dealt with fairly, and responded to within seven days? **This question cannot be answered at the institution level as this information is processed at the Chief Inspector (CIIS) level.**
- b. Are prisoners reminded of their appeal option on the relevant forms? **Yes and verbally reminded at the IIS open office hours.**
- c. How many have appealed in the last six months? **It is unknown because that is tracked by the CIIS and the appeal is against the IIS disposition that was rendered.**
- d. What was the outcome, and how promptly were they answered? **This question cannot be answered at the institution level as this information is processed at the Chief Inspector level.**

14. Do all prisoners (and staff) know how to contact members of the Ohio General Assembly's Correctional Institution Inspection Committee and can they do so in confidence? **Yes, through dormitory postings.**

- a. Is CIIC contact information posted in dorms, blocks, library and other areas to ensure that staff and inmates are aware of how to contact CIIC? **Through dormitory posters and IIS office.**
- b. Are there any difficulties with access to the CIIC? **None known at institutional level.**

15. Do prisoners receive help to pursue complaints and grievances with unit managers, prison administrators, or other central office staff, if they need to? **Yes. Through all supervisors and IIS.**

16. Do all prisoners know how to contact the Inspector and Chief Inspector? **The process is posted through the housing units.**

a. Do blocks/dorms have contact details and information? **The process is posted through the housing units.**

17. Do prisoners receive help to pursue grievances with external bodies if they need to? **Yes.**

a. Do they also receive help in contacting legal advisers or making direct applications to the courts? **The IIS will even provide civil attorney addresses at inmate request. The IIS will (as needed) will authorize telephone calls to such attorney.**

b. In the last month, how many original grievances and appeals were sent to the Chief Inspector? **This question cannot be answered at the institution level as this information is processed at the Chief Inspector level.**

c. What do they tend to be about? **This question cannot be answered at the Institution level as this information is processed at the Chief Inspector level.**

d. What proportion is generally resolved? **This question cannot be answered at the Institution level as this information is processed at the Chief Inspector level.**

18. Do prison managers analyze complaints (both granted and denied) each month, by ethnicity, disability, block/dorm/unit, prisoner type, etc., and if necessary, make any appropriate changes? **Yes. All of the information is tracked and gathered for monthly and annual IIS reports.**

a. Is data studied and is action taken when strong patterns/trends emerge? **Yes by the IIS & Warden of NCI.**

***EXPECTATIONS QUESTIONS AND RESPONSES:
STAFF-PRISONER RELATIONSHIPS***

1. Are prisoners treated respectfully by all staff, throughout the duration of their custodial sentence, and encouraged to take responsibility for their own actions and decisions? **Yes. Professionalism on the part of staff is always expected.**

2. Is there a well-ordered environment in which the requirements of security, control and justice are balanced and in which all members of the prison community are safe and treated with fairness? **Yes.**

3. Are all prisoners treated with humanity, and with respect for the inherent dignity of the person? **Yes.**

a. Is staff aware that the prison has a duty of care for all prisoners, to ensure no prisoners are at risk of physical or emotional abuse by staff or prisoners, and that prisoners are to be held in decent and humane conditions? **Yes. This is covered in employee orientation and during the annual in-service presented at NCI.**

4. Are staff aware that they should set a personal example in the way they carry out their duties at all times? **Yes. This is covered in employee orientation and during the annual in-service presented at NCI.**

5. Are staff always fair and courteous in their day to day working with prisoners? **This is the expectation.**

6. Do staff positively engage with prisoners at all times? **This is the expectation.**

7. Is interaction between staff and prisoners encouraged by the senior management team? **Yes. It is the belief that if you do not communicate with your inmate population, you do not know what is taking place in your prison.**

a. Does staff help and encourage older and less able prisoners to participate in and access all facilities offered across the prison? **Staff generally prefers to deal with older offenders but that is a limited number of offenders incarcerated at NCI.**

8. Does staff routinely knock before entering cells, except in emergencies? **This question appears to be non-applicable as NCI has the open dormitory setting so there is no need to “knock”. Segregation cells are different as the inmates are required to submit to wrist restraints prior to the cell door being opened. “Knocking” may be required to gain the inmate’s attention.**

9. Are prisoners encouraged by staff to engage in all activities and routines, promoting punctuality, attendance and responsible behavior? **Yes.**

a. What methods are used to encourage prisoners to get involved? **Advertisements and word of mouth are two common methods.**

10. Is inappropriate conduct on the part of prisoners challenged? **Yes. The enforcement of rules and regulations is critical to maintaining the security of the Institution.**

a. Do staff demonstrate skill in confronting low level disputes without using official disciplinary measures? **Staff members generally are extremely successful in resolving minor disputes utilizing interpersonal communication skills before the situations grow into larger problems.**

11. Are prisoners encouraged and supported to take responsibility for their actions and decisions? **Yes**

FACILITY PROFILE

Background

The institution was built in 1996 on 164 acres of land in Caldwell Ohio. Operation began on September 4, 1996. Noble Correctional Institution is currently accredited by the American Correctional Association (ACA). The institution houses all male offenders that have been classified as level one (minimum) or level two (medium) security.

It was obvious during the inspection that great care is taken to keep the facility clean. There were many notations throughout the walk-through in which CIIC team members made reference to the facility being “so clean!” Facility wise, prison staff relayed that challenges are faced because the facility is getting older. Its age is showing in the doors, frames and dormitories. Staff praised their “top notch” maintenance staff. It was noted that with operational budget cuts and “more inmates than ever,” it is a challenge. However, facility staff described the prison as “well-maintained” and relayed their belief that they do a “great job with what we have.”

Budget

Based on information provided by NCI staff, the total operating budget for fiscal year 2010 is \$38,336,811. The annual cost per inmate is \$15,520, with a daily cost per inmate of \$38.12. In fiscal year 2004, their total operating budget equaled \$36,798,600. The annual cost per inmate equaled \$17,194, with a daily cost per inmate of \$47.11. While the total operating budget since fiscal year 2004 has increased by \$1,538,211, the institution has been able to decrease the cost per inmate by \$1,674 per inmate annually, which equals a savings of \$8.99 per day for each incarcerated inmate.

Table 9. Noble CI Budget Comparison from FY 2004 to 2010

Year	Budget
2010	\$38,336,811
2004	\$36,798,600
Amount Increased	+\$1,538,211

Table 10 . Daily Cost per Inmate Comparison from FY 2004 to 2010

Year	Daily Cost Per Inmate
2004	\$47.11
2010	\$38.12
Amount Decreased	- \$8.99

Table 11. Annual Cost per Inmate Comparison from FY 2004 to 2010

Year	Annual Cost Per Inmate
2004 Annual Cost per inmate	\$17,194
2010 Annual Cost per inmate	\$15,520
Amount Decreased	-\$1,674

STAFF DATA

As of August 2009, Noble Correctional Institution had a total of 420 employees. Of those 420 staff members, 283 were uniformed security staff, of which 253 were correctional officers. The gender breakdown of the staff includes 315 males and 105 females. White staff members accounted for 96.43 percent of the staff, which includes 305 white males and 100 white females. **African American staff members accounted for only 2.86 percent of the staff, with only nine black male staff members and three black female staff members.** Those of another race consist of one Native American male and two Asian females, comprising 0.71 percent of the staff. The institution reportedly had no staff members that identified themselves as Hispanic.

Table 12. Breakdown of Employees by Gender and Race by Number and Percent as of August 2009

STAFF	White	Black	Other*	TOTAL
Male	305	9	1	315
Female	100	3	2	105
TOTAL	405	12	3	420
PERCENT	96.43%	2.86%	0.71%	100%

*Other staff includes: Native Americans, Asians, and Hispanic Staff. However, NCI currently employs no Hispanic staff members.

Noble Correctional Institution's 283 uniformed security staff members include 253 correctional officers. Female security staff account for only 13 percent (37 officers) of the total uniformed staff, as 87 percent (246 officers) of the security staff are male.

The overwhelming majority of the security staff's race, 274 (96.82 percent) of 283, is identified as white. The information provided by Noble Correctional Institution states there are **only eight black security staff members (2.83 percent)** and one security staff (0.35 percent) member of another race. *While it was reported that the institution sincerely attempts to recruit minority staff members, the out balance with the inmate population has been cited as a serious concern by inmates and staff alike. History has proven that even the Southern Ohio Correctional Facility was able to drastically improve their number and percentage of minority staffing, though not without strong support from all levels. Noble Correctional Institution administrators are encouraged to continue concerted minority recruitment efforts and to seek ways to improve recruitment and retention of minority staff in order to avoid the pitfalls of major racial imbalance which can negatively impact staff/inmate relations and the safety and security of the institution.*

Table 13. Uniformed Security Staff Breakdown by Gender with Number and Percent as of August 2009

GENDER	NUMBER	PERCENT
Male	246	87%
Female	37	13
TOTAL	283	100%

Table 14. Racial Breakdown of Uniformed Security Staff with Number and Percent

RACE	NUMBER	PERCENT
White	274	96.82%
Black	8	2.83
Other	1	.35
TOTAL	283	100%

INMATE DATA

Facility staff noted that they have approximately 2,500 inmates and that the average age of the inmate population, age 30, is rapidly dropping. It was also relayed that the facility is among the most “lopsided” in terms of geographic location in the Southern Region of Ohio, yet having more inmates from Cleveland than any other area. The cultural differences reportedly impact the inmate/inmate and inmate/staff interaction and conflicts. Staff relayed that the Bureau of Classification is responding in that the facility received no Cleveland loads from Lorain Correctional Institution (Reception Center) since May, which has reportedly had a huge impact on the population.

The influx of short term offenders serving flat time (definite sentences) has created a challenge. Staff described the group of inmates as the “most difficult to manage, the most disrespectful, defiant of rules and orders, and the most likely to curse at staff.” Staff seemed to believe that the key difficulty in managing their behavior is that “they know when they’re getting out.” That is, there is reportedly no effective deterrent to misconduct (like the Parole Board) for those serving flat time. However, those serving indefinite sentences know that the Parole Board decides when they will be released and they can and do consider their conduct record. Staff likened the change to flat time as “throwing the baby out with the bath water,” citing the adverse affect flat time has had on the prisons. Some staff relayed that it would be *worth exploring the concept of “bad time” to see if it could be modified to meet the legal requirements. Under previous bad time practices, as a penalty for rule violations, the warden could alter one’s outdate by the specified number of days issued as a penalty. Many wardens at the time relayed to the CIIC that it was one of if not the best behavior management tool they had. The practice of issuing bad time ceased due to a court ruling that the practice is unconstitutional.*

As of August 2009, the total inmate population at Noble Correctional Institution was 2,484 inmates. White inmates accounted for 54.35 percent of the population, with 1,350 white inmates. Black inmates equaled 44.44 percent of the population, which includes a total of 1,104 black

inmates. Those inmates identified as another race included 30 inmates or 1.21 percent of the population.

Table 15. Racial Breakdown of Inmates with Number and Percent as of August 2009

INMATE RACE	NUMBER	PERCENT
White	1350	54.35%
Black	1104	44.44%
Other	30	1.21%
TOTAL	2484	100 %

As of August 2009, the majority of the NCI population, 1,841 inmates or 74.14 percent, were classified as level two (formerly medium) security inmates. Those inmates classified as level one (formerly minimum security), totaled 633 inmates, comprising 25.48 percent of the population. The remaining nine inmates or 0.38 percent of the population, were classified as level three inmates (formerly close security). Since NCI only serves those inmates classified as level one and level two, those inmates classified as level three would have been housed within the segregation unit, most likely awaiting transfer to a level three institution due to a security level increase stemming from misconduct.

Table 16. Breakdown of Inmates by Security Level with Number and Percent as of August 2009

SECURITY LEVEL	NUMBER	PERCENT
Level Two	1,841	74.14%
Level One	633	25.48%
Level Three	9	0.38%
TOTAL	2484	100%

As of August 2009, the average age of the inmates at Noble Correctional Institution was 30, with the youngest inmate being 18 years old and the oldest inmate being 63 years old. The average length of stay per inmate as of August 2009 was 1.57 years.

- Average Age of NCI Inmate 30
- Age of Youngest Inmate 18.5
- Age of Oldest Inmate 63.38
- Average Length of Stay 1.57 years

CROWDING

According to the ODRC Weekly Population Count Sheet, as of August 3, 2009, the entire prison population totaled 51,045. The population at the Noble Correctional Institution was reported to be 1,855. A total of 21 ODRC institutions exceeded their rate of capacity led by the Lorain Correctional Institution, with an inmate population that was 266.75 percent of its rated capacity. *Noble Correctional Institution ranked 16th out of the 21 institutions exceeding their rated capacity, with 133.53 percent of crowding at NCI.* A total of 12 institutions rated

at or below their rate of capacity, led by the Corrections Medical Center with the lowest rate of capacity at 66.19 percent.

Table 17. Prison Rated Capacity with Population Count as of November 2, 2009 and Percent of Capacity

Prison	Rated Capacity	Population Count, November 2, 2009	Percent of Capacity
Lorain CI Reception	756	2,006	265%
Lebanon CI	1,481	2,723	184
Chillicothe CI	1,673	2,905	174
Warren CI	807	1,375	170
Corr Reception Center	900	1,512	168
Hocking CI	298	489	164
Grafton CI	939	1,527	163
Mansfield CI	1,536	2,492	162
Allen CI	844	1,361	161
Ohio Ref for Women*	1,641	2,587	158
Ross CI	1,643	2,559	156
Trumbull CI*	902	1,391	154
Belmont CI	1,855	2,648	143
Marion CI	1,666	2,265	136
Richland CI	1,855	2,507	135
Noble CI	1,855	2,475	133
North Central CI	1,855	2,308	124
Southeastern CI	1,358	1,508	111
London CI	2,290	2,493	109
Madison CI	2,167	2,315	107
North Coast Corr TF	660	674	102
Dayton CI	482	485	101
Montg. Educ PRC	352	353	100
Lake Erie CI	1,498	1,496	100
Franklin PRC	480	475	99
Toledo CI	1,192	1,157	97
Pickaway CI	2,465	2,237	91
Southern Ohio CF	1,540	1,382	90
Northeast PRC	640	576	90
Oakwood CF	191	166	87
Ohio State Penitentiary	684	537	79
Corr Medical Center	210	127	60
TOTAL	38,715	51,111	132.02%

*On November 5, 2009, DRC staff provided data which shows an increase in beds at the Ohio Reformatory for Women by 395 and a decrease in beds at the Northeast Pre-Release Center by 50 beds. DRC opened a new dorm at ORW that raised their capacity. The ORW capacity has been adjusted in the above table. According to the NEPRC Warden's office contacted on February 12, 2010, the facility has always had a rated capacity of 608 beds.

**Table 18. ODRC Percent of Capacity by Institution with
Inmate Population Count on August 3, 2009**

PRISON	Percent of Capacity	Rated Capacity	Population Count August 3, 2009
Lorain Correctional Institution	263.23%	756	1,990
Lebanon Correctional Institution	182.78%	1,481	2,707
Warren Correctional Institution	173.85%	807	1,403
Chillicothe Correctional Institution	172.14%	1,673	2,880
Grafton Correctional Institution	161.44%	939	1,516
Mansfield Correctional Institution	160.22%	1,536	2,461
Allen Correctional Institution	160.18%	844	1,352
Hocking Correctional Facility	159.39%	298	475
Ohio Reformatory for Women (Females)*	156.18%	1,641	2,563
Correctional Reception Center	155.00%	900	1,395
Ross Correctional Institution	154.59%	1,643	2,540
Trumbull Correctional Institution (Minimum Camp- Females)	154.32%	902	1,392
Belmont Correctional Institution	141.99%	1,855	2,634
Marion Correctional Institution	136.79%	1,666	2,279
Richland Correctional Institution	135.30%	1,855	2,510
Noble Correctional Institution	133.53%	1,855	2,477
North Central Correctional Institution	122.26%	1,855	2,268
Southeastern Correctional Institution	119.14%	1,358	1,618
London Correctional Institution	109.34%	2,290	2,504
Madison Correctional Institution	106.13%	2,167	2,300
Dayton Correctional Institution	100.00%	482	482
Pickaway Correctional Institution	99.97%	2,465	2,460
Lake Erie Correctional Institution	99.86%	1,498	1,496
North Coast Correctional Treatment Facility	99.10%	660	654
Franklin Pre Release Center (Females)	98.75%	480	474
Toledo Correctional Institution	97.06%	1,192	1,157
Northeast Pre Release Center (Females)*	90.15%	640	577
Oakwood Correctional Facility	88.48%	191	169
Montgomery Education and Pre Release Center	88.35%	352	311
Southern Ohio Correctional Facility	85.90%	1,540	1,323
Ohio State Penitentiary	78.80%	684	539
Corrections Medical Center	66.19%	210	139
TOTAL	131.85%	38,715	51,045

*On November 5, 2009, DRC staff provided data which shows an increase in beds at the Ohio Reformatory for Women by 395 and a decrease in beds at the Northeast Pre-Release Center by 50 beds. DRC opened a new dorm at ORW that raised their capacity. The ORW capacity has been adjusted in the above table. According to the NEPRC Warden's office contacted on February 12, 2010, the facility has always had a rated capacity of 608 beds.

USE OF FORCE

A review was made of monthly reports on Racial Breakdown and Use of Force at NCI for 2009. All but October's report were received. Administrative Rule 5120-9-02 on Use of Force Report and Investigations provides detailed information on procedures to be followed in each use of force incident. Each staff member who used force or who witnessed any part of the use of force must complete an incident report which accurately and completely describes what he or she observed, what led up to the incident and what was done to resolve the matter, as well as what force was used by the staff members. The report must be completed prior to the end of the shift. The shift supervisor must obtain a written statement from each inmate against whom force was used describing the inmate's version of the event and identifying any witnesses to the event. Medical staff must examine all individuals upon whom force was used, and any individual who used force on an inmate. The shift supervisor must prepare a packet containing the required documents and deliver it to the deputy warden of operations who must review the packet and determine:

- Are the factual circumstances described sufficiently in the record to enable an evaluation
- Are the factual circumstances in dispute
- Was the type and amount of force appropriate for the circumstances as the responding staff perceived them, and
- Were applicable administrative rules, policies and post orders followed?

The deputy warden of operations must send the determinations to the warden for review or further action. The warden may refer the matter to a use of force committee or refer the matter to the chief inspector who may initiate an investigation. The warden is required to refer the use of force for further inquiry by the use of force committee or chief inspector if any of the following apply:

- The factual circumstances are not described sufficiently in the record to enable an evaluation of the propriety of the amount of force used
- The incident involved serious physical harm to any person
- The incident constituted a significant disruption to the normal operation of the institution, or
- Weapons, PR-24 strikes, or less-lethal munitions were used during the incident, whether by staff or by inmates.

The warden must send completed investigatory reports of an institutional use of force committee to the regional security administrator following the warden's review. The warden must also send a copy of every use of force report packet that did not result in an investigation to the regional security administrator.

In the 11 month period in 2009 in which monthly reports were received, there were 315 use of force incidents, an average of 28.64 per month. Incidents ranged from a low of 18 in February and July to a high of 76 in May 2009. Of the 315 incidents, 53.02 percent involved black inmates, and 46.45 percent involved white inmates.

As of August 2009, the total inmate population at Noble Correctional Institution was 2,484 inmates. White inmates accounted for 54.35 percent of the population, with 1,350 white inmates. Black inmates equaled 44.44 percent of the population, which includes a total of 1,104 black inmates. Those inmates identified as another race included 30 inmates or 1.21 percent of the population.

Table 19. 2009 Use of Force Incidents by Month with Racial Breakdown in 2009

Month	Black	White	Other	Total
January	17	12	1	30
February	11	7	0	18
March	18	6	0	24
April	12	10	0	22
May	35	41	0	76
June	13	12	0	25
July	10	8	0	18
August	17	11	1	29
September	15	17	0	32
October (No report submitted)				
November	9	10	0	19
December	10	12	0	22
Total	167	146	2	315
Percent	53.02%	46.35%	.63%	100%

Table 20. 2009 Use of Force Incidents Assigned to a Use of Force Investigating Committee by Month with Racial Breakdown in 2009

Month	Black	White	Other	Total
January	8	10	0	18
February	5	3	0	8
March	4	0	0	4
April	4	1	0	5
May	11	6	0	17
June	6	1	0	7
July	4	1	0	5
August	7	2	0	9
September	2	2	0	4
October (No Report Submitted)				
November	3	1	0	4
December	4	3	0	7
Total	58	30	0	88
Percent	65.9%	34.1%	0%	100%

Of the 315 use of force incidents, 88 incidents comprising 28 percent were assigned to a use of force investigating committee, an average of eight per month. Of the 88 incidents, 65.9 percent involved a black inmate and 34.1 percent involved a white inmate.

Based on the monthly Report of Racial Breakdown and Use of Force, of the use of force incidents reports, none were referred to the employee disciplinary process and none were referred to the Chief Inspector.

OC Spray

Staff praised the Warden for allowing line staff to carry OC/pepper spray. One officer relayed, "Pepper spray works!" Although some staff on the compound stated that they have never yet used the spray, it makes them feel safer just to have it. The Warden (and security staff) cited impressive results since the increased carry of OC spray. Its most effective result has been in the reduction of staff injuries stemming from use of force incidents. It was reported that there has been a 300 percent decrease in staff injuries. Previously there were 400 lost work days, and as of the inspection day, there had been just under 100 lost days in relation to the use of the pepper spray. Although not the main intent of increased carry of OC spray, use of force incidents have significantly been reduced. Staff relayed that in 2007, there were 222 reported Use of Force incidents. Since the introduction of the spray in 2008, use of force incidents are down to 175.

Staff relayed that it is an effective means to break up crowds which tend to gather around a fight. Often, the warning that OC spray will be used has shown to be enough to gain compliance with an order. The Warden trained staff on how to properly use the spray. In order to ensure that staff are being responsible with their mace, each canister is weighed before and after each shift. Disciplinary action has reportedly been taken for using the spray when another option was available, but there has been no cause for disciplinary action for gross misuse of the spray.

SECURITY THREAT GROUPS (STG)

Two Security Threat Groups that originated in the Ohio Department of Youth Services (DYS), the Heartless Felons and the Head Busters, are both present in the Noble Correctional Institution. According to NCI staff communication, the Head Busters were previously the strongest gang in the institution. However, the Heartless Felons reportedly have been challenging the Head Busters' power, which resulted in many large fights between the two rival gangs in the nine months preceding the CIIC inspection.

Staff relayed that the Heartless Felons are predominantly from the northern counties of Ohio, while the Head Busters are from southern counties, including Franklin County. The Heartless Felons have become more well-known throughout the prison system, as their presence in some institutions has resulted in increased disturbances and violence. Both youthful gangs operate differently than traditional prison gangs, as membership to such groups is reportedly not divided by race. However, facility staff relayed that in an incident in May 2009, the Heartless Felons were divided by racial lines and tried to assert themselves, seeking out and creating conflict.

As to whether the STG staff at Noble Correctional Institution have access to STG records of juveniles who were in DYS facilities, staff shared that they have had DYS institutional staff at the facility's meetings with the Security Threat Group Coordinator on two occasions to talk to the DYS staff for insight.

*Due to the growing concerns stemming from the influx of young short term offenders who become involved with gang activity, an STG program is strongly suggested to target this extremely challenging younger population system-wide to help them redirect their lives during incarceration in the interests of safety and security of the institutions, both staff and inmates. As noted in the CIIC Inspection report on the Grafton Correctional Institution of October 22, 2009, beginning in 2004 DRC central office and institution STG staff worked long and hard to develop a proposal titled, *Creating Opportunities for Positive Endeavors (C.O.P.E.)*, described as an “Intensive Long-Term Residential Treatment Program,” targeted at providing coping skills and tools for participants to resist becoming involved with gangs and providing what they need to make a positive re-entry into society. An altered version of the program previously existed at GCI until the federal grant was discontinued.*

Based on a careful review of the impressive written material describing the C.O.P.E. program, a great deal of work and teamwork went into planning the best program possible to meet the needs. Success would not only impact recidivism after release and therefore help with ongoing overcrowding concerns, but the program could directly contribute to the safety and security of the institutions. The 2009 inspections indicated that at many of the prisons, there is a new, serious concern about the youth population entering the prison system due to a characteristic extremely negative, anti-authority attitude, bold disrespect and predatory gang activity. If this program was more widely available, especially where gang activity is the most voluminous and problematic, it would provide a door for those who believe there is no way out. It could help to address what appears to be a burning issue among inmates and staff at the affected institution.

As noted in the GCI inspection report, it was suggested that consideration be given to reactivating a C.O.P.E. team of DRC staff to determine how the program could be adapted to existing resources, perhaps revisiting the core of the program as originally devised by DRC employees. The program could be of great benefit to a number of institutions who may appreciate a meaningful intervention that may be equally appreciated by inmates. In the DRC follow-up communication regarding the CIIC recommendation in the GCI inspection report, it was relayed that, “The COPE program and services were provided through a federal grant to the U.S. Attorney General’s office which coordinated all agencies involved. Unless additional grant monies were available, this program would be nearly impossible to replicate with the current budget restrictions. Also reductions in staffing have impacted programming.”

*However, reactivation of a C.O.P.E. team of DRC staff to determine how the C.O.P.E. program can be adapted to existing resources, perhaps revisiting the core of the program as originally devised by DRC employees, **would cost nothing** other than the time of existing staff meeting, and getting to the core of a burning issue shared by many of the institutions. The program was designed for young, short term offenders involved in security threat groups. From the reading of the materials, it primarily focuses on bringing outside agency speakers and resources in the prison. Some institutions would suggest that this young, gang infested predatory population is their greatest challenge. It impacts essential safety and security of staff and inmates.*

Relevant recommendations were also included in the Mansfield Correctional Institution Inspection Report, urging that the DRC Bureau of Classification begin careful monitoring of the proportion of youthful offenders at each institution so that to the extent possible, a balance can

be achieved. Clearly in the case of Mansfield CI, there was an out balance that is believed to have significantly contributed to the problem and the inability to devise a solution. Older convicts who otherwise can serve as powerful models of influence for respect of self, others and other's property stated that they are "way outnumbered," and choose to seek transfer instead of dealing with what they term "crack babies."

EXPECTATIONS QUESTIONS AND RESPONSES: BULLYING AND VIOLENCE REDUCTION

1. Does everyone feel safe from bullying and victimization (which includes verbal and racial abuse, theft, threats of violence and assault)? **Victimization claims are investigated upon report and are taken very seriously. Each claim is handled independently. Inmate testimony and video footage is utilized to conduct each investigation.**

2. Are active and fair systems to prevent and respond to violence and intimidation known to staff, prisoners and visitors? **Information is communicated to the NCI workforce during each year's annual in-service. Inmates are advised during institutional orientation and covered in the inmate handbook which is updated annually. Information is available to visitors in the visitor's orientation video which is played Wednesday through Sunday in the NCI Front Lobby during visiting hours.**

3. Has the prison developed an effective strategy to reduce violence and intimidation, which has earned the commitment of the whole prison and has drawn on multi-disciplinary consultation including feedback from prisoners? **"Proactive" is a more accurate term as opposed to "effective" due to each situation being unique. Each claim reported is investigated and processed traditionally through the protective custody process. The PC Committee recommendation comes to the Manager Officer for the final determination as to how the inmate will be managed. Staff members from different departments may be involved and inmates are always involved in the process.**

- a. Is the violence reduction strategy is widely publicized? **The concern for safety is widely communicated verbally and in writing which includes inmate handbooks and posters.**
- b. Is monitoring part of the strategy and as a minimum, does it cover feelings of safety among prisoners, incidents of bullying (verbal and physical), number of assaults, number of racist incidents, location of incidents and action taken? **"Feelings" is a variable that is difficult to track however reported incidents are monitored. Each theft, fight, assault or STG (Security Threat Group) activity is closely reviewed as to source of incident, location, race, and STG affiliation to include future fallout with other STG groups.**
- c. Do staff understand their duty to maintain a safe environment and what they do to promote this? **Yes. This is covered in the annual NCI in-service.**

- d. Are staff alert to threats to a safe environment, and do they confront all forms of victimization? **Yes. Each staff member is expected to confront each incident as a unique situation. Warning signs of victimization are covered during annual in-service.**
 - d. Are prisoners consulted as part of the strategy development and maintenance? **Inmates provide feedback for each situation.**
 - e. How effective is the strategy in promoting safer custody and violence reduction? **Certain mandates limit NCI's ability to promote a safer environment. For example, requiring NCI to house all of the under 21 inmates in the same location creates an unstable environment. The by-product of this housing requirement is increased fights, thefts and unauthorized grouping by STG affiliation or race. Proactive staff and swift response to issues is the primary method of controlling such a population.**
4. Are prisoners consulted and involved in determining how their lives in the prison can be made safer, how bullying, verbal and physical abuse, racial abuse and threats of violence are confronted, how conflicts can be resolved and what sanctions are appropriate? **An annual needs assessment is offered to the entire NCI inmate population where feedback can be provided. The use of the kite system is a means to communicate individual concerns in a written format. Supervisors making rounds throughout the Institution is the preferred method of observing inmate issues.**
- a. Has there been any consultation in the last six months? **Inmates are spoken to regarding each claim or investigation.**
 - b. Has an annual confidential survey to all prisoners about bullying been undertaken? **The survey is facilitated by the Unit Management Administrator on a yearly basis.**
 - c. Are there wing representatives? **We are not clear on desired feedback. Designated inmate spokespersons are not utilized as an official channel to communicate.**
5. Do staff supervise and protect prisoners throughout the prison from bullying, verbal and physical abuse, racial abuse and threats of violence? **An inmate identified as being a victim or likely to be victimized is removed from NCI population and maintained in safe housing which traditionally is a single man cell in the Segregation Unit. Either a Protective Custody or Inmate Sexual Assault Committee will investigate the issue at hand. The duty to protect is taken very seriously at NCI. There is even written protocol as to how an inmate would be escorted to safe housing from his housing unit.**
6. Are staff consistent in challenging these behaviors? **Yes. Staff is very consistent in this area.**

- a. How many incidents occurred in the last six months? **The only way to place a statistic to this question is to look at the number of inmates charged for extortion, theft, fighting or assault along with those who requested protective custody or who reported pressure to perform sexual activity within the last six months (February 17, 2009 through August 17, 2009). According to DOTS Portal (computer network which ODRC uses to enter conduct information), the following information is revealed. 01 inmate was charged with extortion in the last six months. 281 inmates were charged with theft in the last six months. 378 inmates were charged with fighting in the last six months. 78 inmates were charged with assault within the last six months. Two additional statistics is that 51 number inmates were investigated for protective custody concerns and four concerns were investigated for possible sexual abuse claims in the last six months (all proven to be false or unable to be proven to be factual). The information presented above displays proactive actions by the staff of NCI.**
- b. Are there particular areas where prisoners feel vulnerable to bullying? **Under 21 or general population housing units appear to be the most common locations for concerns.**
- c. What policies provide protection of vulnerable prisoners? **ODRC policies: 53-CLS-05-Inmate Separations, 55-SPC-Classification/Release of Protective Control Inmates, 71-SOC-06 Special Needs Inmates, 79-ISA-01 Inmate Sexual Assault & Misconduct. 79-ISA-02 Sexual Assault Committee.**
- d. Do staff lead by example in the way they treat their colleagues/prisoners, and understand that their duty is to foster a safe environment, by confronting unacceptable behavior quickly and fairly? **That is the expectation.**
- e. What are the arrangements for movement, exercise, mealtimes and discharge, especially for those who are considered vulnerable? **NCI does not have a protective custody unit. Incoming orientation inmates are brought upon to the compound in a controlled escorted movement so no one is immediately the target for predatory actions. Inmates being released from their incarceration are escorted in part to prevent an assault on an outgoing inmate.**
- f. Is particular attention given to prisoners who have asked for protection from other prisoners or those who may be victimized because of the nature of their offense or other individual circumstances? **Yes. Those who are sex offenders or who have been labeled as a sex offender have been targeted in the past by STG groups. Patterns are analyzed daily.**
7. Are prisoners' families and friends encouraged to make suggestions about how the prison could better protect prisoners from victimization and to provide information to help identify those prisoners likely to be at risk? **Yes.**

- a. Are prisoners' families encouraged to come forward if they feel they are being bullied to bring drugs into prison? **Information of this nature is welcomed.**
 - b. Is a visitors' survey distributed systematically? **No.**
 - c. Do visiting families know about reporting procedures and do they think that visiting staff are approachable and sympathetic? **Reporting procedures are explained in the family orientation video and we receive consistent positive comments about the conduct of our Visitation staff.**
 - d. Are there posters in visiting rooms? **Yes. The postings are updated by the Deputy Warden of Operations.**
8. Is an effective strategy in place to deal with bullying which is based on an analysis of the pattern of bullying in the prison and is applied consistently throughout the prison? **Yes.**
- a. Has a strategy been formed by systematic consultation with prisoners across the prison? **Inmates are interviewed constantly by front line and administrative staff.**
 - b. Is a central log of bullying kept, and are incidents of bullying reviewed regularly by a multidisciplinary committee? **Yes. Conduct of inmates are maintained on the RIBM screen of DOTS Portal and reviewed by any staff member dealing with a particular inmate.**
 - c. Are staff alert to potential bullying and do they confront all forms of victimization? **As much and as often as possible.**
 - d. Are all sources of information including security reports, accidental injuries etc. used for evidence of bullying/intimidation? **Yes. All forms of communication are taken into consideration.**
 - e. How does staff contribute to the strategy? **Staff contributes through conducting investigations that may include a review of video footage, inmate interviews, writing of incident reports and conduct reports. Staff are encouraged and expected to report verbally and in writing on the conduct of the inmates assigned to their locations.**
 - f. Is there a coordinated approach by all departments? **Such efforts are coordinated through the Deputy Warden of Operations at NCI.**
9. Are allegations of bullying behavior treated consistently and fairly? **Yes.**
- a. Are they investigated promptly? **Yes. Each unit is immediately notified and the response time for closure is seven days or less.**

- b. Are outcomes of investigations recorded and is the prisoner who reported the bullying supported? **The outcome is recorded on ODRC forms.**
10. Are prisoners made aware of behavior that is unacceptable through a well-publicized policy and are made aware of the consequences of bullying? **This information is covered during the inmate orientation process with 24 hours of arriving at NCI. This is also covered in the inmate handbook provided to each inmate upon his arrival.**
11. Is inappropriate behavior consistently challenged? **Yes.**
- a. Are there bullying posters throughout the prison? **Mainly those concerning sexual assault.**
 - b. What information is distributed to new arrivals? **Inmates are given an inmate handbook, PREA flyer and flyer regarding grievance procedure.**
 - c. Is bullying clearly defined to prisoners? **Yes but in more formal terminology such as extortion, etc.**
 - d. Are staff aware of both direct and indirect forms of bullying? **Yes.**
12. Do anti-bullying measures support the victim and take the victim's views about their location into account? **Yes.**
- a. Do staff understand the link between bullying and aggressive and disruptive behavior generally? *Yes.*
13. Are appropriate interventions in place to deal with bullies and support victims? **Yes. Interventions generally come from the dormitory Officer or Unit Staff.**
- a. What interventions are available to challenge bullies and to support victims of bullying? **Inmates are encouraged to immediately report issues to staff when issues are experienced.**
 - b. Are interventions aimed at achieving sustained and agreed changes in behavior? **Yes.**
 - c. Do prisoner records contain comprehensive updates on how bullied and bullying prisoners have been supported and/or challenged? **Such constructive conversations may be documented in the RAP6 notes of DOTS Portal or in an inmate's quarterly Re-Entry Accountability Team meeting minutes.**
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EXPECTATIONS QUESTIONS AND RESPONSES: SECURITY AND RULES

1. Are security and good order maintained through positive staff-prisoner relationships based on mutual respect as well as attention to physical and procedural matters? **Yes. Positive, constructive communication is the expectation which is stated during the annual employee in-service.**
2. Are rules and routines well publicized, proportionate, fair and encourage responsible behavior? **Yes. Rules are posted through the Institution to include being covered in the inmate handbook.**
3. Are categorization and allocation procedures based on assessment of a prisoner's risks and needs? **Only at the reception center level. Inmates are further evaluated annually through classification instruments where their risk is assessed.**
4. Are they clearly explained, fairly applied and routinely reviewed? **Each review takes place with the inmate and there is an appeal process that is available for the inmate.**

SECURITY

5. Are there any obvious weaknesses or anomalies in the physical and procedural security of the facility? **The number of inmates incarcerated that exceeds the physical design is always a concern. Procedural processes are always under examination as the expectations placed upon the Institution continue to grow.**
6. Are the elements of "dynamic security" in place: **Yes. Please review the following.**
 - a. Are staff-prisoner relationships positive? **Generally staff-inmate relationships are positive but can be strained when trying to enforce the rules and regulations of ODRC.**
 - b. Do prisoners receive personal attention from staff? **Yes. Each inmate is treated as a unique being which has his own management issues.**
 - c. Is there constructive activity to occupy prisoners? **Generally speaking although inmate inactivity is a significant concern.**
 - i. Do staff cluster during association? **The question is not clear.**
 - ii. Are there enough staff in dorm/block areas to facilitate good officer work? **The Officer to inmate ratio in the housing units is generally 122 inmates to one Officer. In D1 (Cadre housing), the ratio is 240 inmates to one Officer.**

7. Does effective security intelligence safeguard prisoners' well-being? **The pursuit of up to the minute security intelligence is of utmost importance. It is a constant effort by the Operations division to gather this information of inmate activity.**

a. Do staff comply with security requirements in terms of filing reports? **Yes. Performance is always under review.**

b. Are there recent incidents where security reports have led to action? **Yes.**

8. Is prisoners' access to prison activities impeded by an unnecessarily restrictive approach to security? **Not at all. Security works hand in hand with program providers in order to get inmates where they can attend services.**

9. Is strip and squat-searching of prisoners carried out only for sound security reasons? **Yes.**

10. Are prisoners strip or squat searched only in the presence of more than one member of staff, of their own gender? **Only the same gender is utilized.**

a. If squat searches are used, does their incidence and authorization need to be logged and regularly checked? **Yes. The search is authorized and recorded in an incident report for official record.**

b. Are squat searches only used in exceptional circumstances? **Yes. Attempted drug or weapon conveyance.**

11. Is the criteria to ban or otherwise restrict visitors visible and unambiguous, with an appeal process available? **Yes. The Deputy Warden of Operations decides on the implementation and duration of visitor restriction based on the established Central Office grid. The Administrative Assistant to the Warden handles the appeal aspect.**

a. Are the visitors subject to bans or restrictions reviewed every month? **No. Each restriction carries an expiration of restriction.**

RULES

1. Are local rules and routines publicized prominently throughout all residential and communal areas? **Yes. The rules are posted and listed in the inmate handbook.**

a. Are rules and routines posted/distributed on units/blocks/dorms? **Yes.**

b. Are they accessible to those with language and literacy needs? **Inmates with literacy needs and Spanish speaking inmates have assistance and specific material available that is updated annually.**

2. Are rules and routines applied openly, fairly and consistently, with no discrimination? **Yes.**

3. Does staff use only the level of authority necessary to ensure a prisoner's compliance with the rules? **Yes. Lesser means to enforce rules and regulations is standard practice at NCI.**

4. When rules are breached, does staff take time to explain how and why to the prisoner concerned? **Yes. That is the expectation of each staff member.**

5. When decisions are conveyed to prisoners, are appeal arrangements explained and made available? **Explanation of the appeal process is standard protocol at NCI.**

MEDICAL SERVICES

A table has been provided below with information regarding medical care, including: number of hours staff worked to conduct sick call, number of doctor no shows at the institution, number of inmates requiring emergency care, staff treated by the emergency triage, visitors treated by the emergency triage, number of days inmates spend in infirmary beds, number of dental visits, number of emergency dental visits, number of inmates seen by optometry, number of inmates seen by podiatry, number of prescriptions, number of blood draws, number of HIV positive inmates, number of deaths, and suicides.

**Table 21. NCI Medical Monthly Institutional Statistical Summary
May through July 2009**

	May	June	July	Total
Sick Call				
Nurse Intake Screen	121	236	200	557
Nurse Referrals to Doctor	242	278	290	810
New Intakes Referred to Physician	55	62	28	145
Nurse Sick Call and Assessments	508	556	516	1,580
Doctor Sick Call	452	477	431	1,360
Doctor H & P Done	0	11	4	15
Doctor No Shows	78	91	86	255
Emergency Triage				
Sent to local ER	21	9	6	36
Sent to OSU ER	1	1	0	2
Sent from Local to OSU	1	1	0	2
Inmate Emergencies Treated On Site	20	7	17	44
Staff Treated	9	7	10	26
Visitors Treated	0	3	2	5
Infirmary Care				
Bed Days Used for Medical	102	53	41	196
Bed Days Used for Mental	14	24	7	45
Bed Days Used for Security	64	33	17	114

Dental Care				
	May	June	July	Total
Scheduled Visits	512	482	218	1,212
Emergency Visits	27	6	4	37
Total Visits	539	488	222	1,249
No Shows	0	0	0	0
AMAs	85	92	54	231
Specialty Care On Site				
Optometry				
Consults	45	42	53	140
Inmates Seen	27	26	0	53
Emergencies Seen	0	0	0	0
Hours On Site	8	7	0	15
Podiatry				
Consults	18	40	19	77
Inmates Seen	26	30	29	85
Emergencies Seen	0	0	0	0
Hours On Site	5	5	5	15
Pharmacy				
Medical Refills	1,100	1,237	1,247	3,584
Mental Refills	237	242	270	749
Medical New Prescriptions	1,270	1,144	1,076	3,490
Mental New Prescriptions	350	421	392	1,163
Total Prescriptions	2,957	3,044	2,985	8,986
Medical Controlled Prescriptions	13	19	0	32
Mental Controlled Prescriptions	5	1	1	7
Lab Data				
Blood Draws	540	478	564	1,582
DNA Blood Draws	0	0	0	0
Mental Health Blood Draws	182	223	240	645
EKGs	16	10	17	43
Non CMC X-Rays	104	96	119	319
Infections Disease Data				
Number Inmates Tested for TB	10	9	9	28
Positive PPD Test	0	0	0	0
Staff PPD	0	1	0	1
Inmates Completed INH	2	2	1	5
Inmates Incomplete INH	23	23	20	66
Inmates Refusing INH	10	10	10	30
HIV Positive Inmates	21	19	21	61
Inmate HIV Conversions	1	0	2	3
Deaths				
Deaths Expected	0	0	0	0
Deaths Unexpected	0	0	0	0
Suicides	0	0	0	0
Homicides	0	0	0	0
Deaths at Local Hospital	0	0	0	0
Deaths at OSU	0	0	0	0
Deaths at CMC	0	0	0	0

MENTAL HEALTH CASELOAD

As of November 30, 2009, data on the mental health caseload in Ohio prisons showed that 9,748 inmates system-wide were on the mental health caseload. However, when the three subcategories are accurately totaled, the sum is actually 11,550. Of that number, 8,310 were on the psychiatric caseload, including 5,953 with Serious Mental Illness. At the Noble Correctional Institution, as of November 30, 2009, a total of 436 inmates were on the mental health caseload, including 266 on the psychiatric caseload, of which 185 were diagnosed with Serious Mental Illness.

According to the same monthly data, 137 inmates system-wide were discharged from the caseload in the month. It was also noted that 2,513 contacts were made with inmates not on the mental health caseload for non-screening purposes. At the Noble Correctional Institution, 26 inmates were discharged from the caseload and 167 inmates who are not on the caseload were contacted for non-screening purposes.

On December 31, 2008, the ODRC reported a total inmate population of 51,448. For the 2008 calendar year, the monthly mental health caseload averaged 9,113 inmates. According to the data, an average of 4,172 inmates were diagnosed as C1 (Serious Mental Illness) per month. The mental health classifications are defined by DRC as follows:

Table 22. Mental Health Classification Definitions with Caseload System-Wide and at NCI on November 30, 2009

C1	Number on the Caseload System-wide and at Noble CI
The inmate is on the psychiatric caseload and meets criteria for Seriously Mentally Ill designation: a substantial disorder of thought or mood which significantly impairs judgment, behavior, and capacity to recognize reality or cope with the ordinary demands of life within the prison environment and which is manifested by substantial pain or disability. Serious mental illness requires a mental health diagnosis, prognosis and treatment, as appropriate, by mental health staff.	System-wide 5,953 NCI 185
C2	
The inmate is on the psychiatric caseload but does not meet the criteria for Seriously Mentally Ill. Inmate is receiving mental health care and supportive services, which include medication prescription and monitoring, individual and group counseling and therapy, crisis intervention and behavior management.	System-wide 4,663 NCI 192
C3	
The inmate is receiving group or individual counseling, therapy and skill building services. He/she has a mental health diagnosis and treatment plan and is being treated by mental health staff other than the psychiatrist.	System-wide 934 NCI 59
TOTAL	System-wide 11,550 NCI 436

According to the data, 17.7 percent of the prison population was on the mental health caseload. The Oakwood Correctional Facility had the highest percentage of inmates on the mental health caseload with 56 percent of their 2008 inmate population, followed by the Franklin Pre-Release Center with 50 percent, the Northeast Pre-Release Center with 49 percent, and the Ohio Reformatory for Women with 41 percent. By comparison, Noble Correctional Institution ranked 23rd with 15 percent of their 2008 population on the mental health caseload. The following table provides the percent of the inmate population on the Mental Health Caseload at the end of 2008. The population for each institution was taken from population data as of January 9, 2009 as provided on the DRC website.

Table 23. Percent of Prison Population on the Mental Health Caseload by Institution based on 2008-2009 Data

Institution	Percent of 2008 Total Population on Mental Health Caseload	January 9, 2009 Institutional Population	Monthly Average on the Mental Health Caseload in 2008
Oakwood Correctional Facility	56%	133	75
Franklin Pre-Release Center (Females)	50%	455	229
Northeast Pre-Release Center (Females)	49%	551	269
Ohio Reformatory for Women (Females)	41%	2470	1004
Southern Ohio Correctional Facility	30%	1406	428
Trumbull Correctional Institution	26%	1363	348
Allen Correctional Institution	24%	1323	317
Corrections Medical Center	24%	134	32
Hocking Correctional Facility	21%	486	101
Chillicothe Correctional Institution	20%	2923	592
Mansfield Correctional Institution	20%	2452	487
Toledo Correctional Institution	20%	1088	220
Grafton Correctional Institution	18%	1507	270
North Coast Correctional Treatment Facility	18%	661	116
Southeastern Correctional Institution	17%	1642	274
Pickaway Correctional Institution	17%	2409	413
North Central Correctional Institution	17%	2335	406
Warren Correctional Institution	17%	1393	243
Marion Correctional Institution	16%	2237	360
Correctional Reception Center	16%	1754	286
Belmont Correctional Institution	15%	2784	422
Lebanon Correctional Institution	15%	2669	403
Noble Correctional Institution	15%	2456	379
Richland Correctional Institution	14%	2571	349
London Correctional Institution	14%	2563	351
Madison Correctional Institution	14%	2222	307
Ross Correctional Institution	13%	2613	345
Lake Erie Correctional Institution	12%	1493	181
Lorain Correctional Institution	7%	1999	144
Ohio State Penitentiary	7%	548	39
Dayton Correctional Institution	0%	475	1
Montgomery Education and Pre-Release Center	0%	333	1
TOTALS	17.7%	51,448	9,113

The following table provides the monthly average of inmates on the mental health caseload in 2008. The data represents approximately 91 percent of 2008 monthly data as approximately nine percent of the data was not available.

The Noble Correctional Institution ranked ninth in 2008 with an average of 379 inmates per month on the Mental Health Caseload.

Table 24. Monthly Average on Mental Health Caseload by Institution and Mental Health Classification in 2008

INSTITUTION	2008 Monthly Average Number on Mental Health Caseload	C1	C2	C3
Ohio Reformatory for Women	1,004	466	401	137
Chillicothe Correctional Institution	592	312	245	35
Mansfield Correctional Institution	487	192	223	72
Southern Ohio Correctional Facility	428	232	175	21
Belmont Correctional Institution	422	257	118	47
Pickaway Correctional Institution	413	174	196	43
North Central Correctional Institution	406	85	248	73
Lebanon Correctional Institution	403	184	193	26
Noble Correctional Institution	379	219	106	54
Marion Correctional Institution	360	184	138	38
London Correctional Institution	351	140	186	25
Richland Correctional Institution	349	107	179	63
Trumbull Correctional Institution	348	97	194	57
Ross Correctional Institution	345	100	170	75
Allen Correctional Institution	317	170	136	11
Madison Correctional Institution	307	143	132	32
Correctional Reception Center	286	163	107	16
Southeastern Correctional Institution	274	136	136	2
Grafton Correctional Institution	270	185	62	23
Northeast Pre-Release Center	269	146	101	22
Warren Correctional Institution	243	167	72	4
Franklin Pre-Release Center	229	101	104	24
Toledo Correctional Institution	220	66	116	38
Lake Erie Correctional Institution	181	83	83	15
Lorain Correctional Institution	144	50	84	10
North Coast Correctional Treatment Facility	116	15	62	39
Hocking Correctional Facility	101	40	54	7
Oakwood Correctional Facility	75	58	15	2
Ohio State Penitentiary	39	3	23	13
Corrections Medical Center	32	20	10	2
Dayton Correctional Institution	1	0	0	1
Montgomery Education and Pre-Release Center	1	0	0	1
TOTALS	9,113	4,172	3,954	987

EXPECTATIONS QUESTIONS AND RESPONSES: SELF-HARM AND SUICIDE

1. Does the prison work to reduce the risks of self-harm and suicide through a whole-prison approach? **Yes. Videos are shown to inmate population encouraging inmate to seek assistance through staff. Staff members are tested three times per month (one performed per shift) on how to respond to a real suicide attempt where several objectives are tested.**
2. Are prisoners at risk of self-harm or suicide identified at an early stage, and is a care and support plan drawn up, implemented and monitored? **Inmates at risk are assessed during intake for possible risk as well as all inmates being placed into Segregation require a series of possible indicators to be answered to a custody supervisor.**
3. Are prisoners who have been identified as vulnerable encouraged to participate in all purposeful activity? **Yes.**
4. Are all staff aware of and alert to vulnerability issues, appropriately trained, and have access to proper equipment and support? **The immediate availability of universal precautions are evaluated during exercise functions. Equipment necessary (such as a cut down device) is physically inspected during each exercise.**
5. Is there a safer custody strategy in place that recognizes the risks to prisoners, particularly in the early days in custody, and sets out procedures, which help to reduce the risk of self-harm? **Such identifiers are discussed during the annual in-service class (Mental Health Section).**
 - a. Are the specific needs of different prisoner groups recognized, as are the levels of risk in different areas of the facility? **Areas of risk are discussed at length during each year's in-service class.**
 - b. Does the strategy recognize the specific needs of the population e.g. women and minority groups, those with substance misuse problems, and those not on normal location? **Needs are not a point of review (other than annual needs assessment) as inmate population is very young and impulsive.**
 - c. Is staff training appropriate? **Yes for type of population supervised.**
 - d. What is the availability and use of safer cells, particularly in areas of the prison where risks of self-harm are higher? **Safe cells are available in the Segregation Unit and Inmate Health Services.**
 - e. Does the protocol in place recognize the need for continued interaction, and avoid an over reliance on the safer cell as a preventative measure? **Observation watches are utilized for necessary interaction levels based on the degree of displayed behavior.**

6. Does a multi-disciplinary committee effectively monitor the prison's suicide prevention policy and procedures? **The NCI SPART (Suicide Prevention and Review Team) meets monthly to discuss specific inmates, their situations and any trends observed by NCI personnel.**

7. Is the committee chaired by a manager responsible for the policy and does membership include prisoners, staff representatives from a range of disciplines, and a member of the local community mental health team? **The team consists of Mental Health professionals, Security supervisors & Unit Supervisors. Inmates are not included on this panel for obvious reasons.**

8. Are prisoners' families, friends and external agencies encouraged, through local arrangements, to provide sources of information which may help identify and support those prisoners likely to be bullied or who have a history of self-harming behavior? **All sources of information are encouraged to be utilized.**

- a. Are there posters in the visiting room about who to contact with concerns, and is that information sent out with visiting orders alerting families to the help available? **Yes.**

9. Is there a detailed care and support plan prepared with input from the prisoner, which identifies needs, as well as the individuals responsible including a key worker? **A support plan is formalized for each claim of abuse. The offender is given the opportunity to provide as much feedback as possible. Key staff is included in the decision making process to safeguard against attempts of manipulation.**

10. Are personal factors or significant events which may be a trigger to self-harm identified? **All triggers are discussed whether it is placement at NCI, time being served, disruptive information from the offender's family or stressors introduced by other NCI inmates.**

11. Do regular reviews take place involving staff from a range of disciplines and family and friends as appropriate, which provide good support and care for all prisoners at risk? **Reviews take place from staff that interacts with the inmate and all information from external sources are welcomed to assist in the management of the inmate.**

12. Are arrangements in place for following up after a care and support plan has been closed? **NCI directs inmates to report any urgent matters to staff for immediate service referral as well as follow up care at the direction of the service provider or team reviewing the inmate's adjustment issues.**

- a. Do unit officers have knowledge of policy and support plans? **Employees are informed of service procedures (and necessary forms) during annual in-service and policies are available on line at each employee's work station.**
- b. What level of training have they received? **Annual in-service training is provided for each employee and there is specialized mental health classes that Officers assigned to specific posts (such as Segregation) are required to take as a requirement of their duties.**

13. Are prisoners at risk of suicide and self-harm held in a supportive and caring environment with unhindered access to sources of help including peer supporters? **Yes. If an inmate has been identified as being “at risk”, the inmate will have an employee assigned to them to ensure they are not inflicting harm to themselves and that assistance can be immediately summoned if the behavior dictates the need for assistance.**

- a. Is a care suite available to support the work of Listeners? **Yes.**
- b. Is there access to counselors, the chaplaincy team, Listeners and Samaritans at all times? **Medical and security personnel are available 24 hours a day, 7 days a week. Chaplains, Mental Health staff and Unit Staff personnel are on set day hour schedules.**
- c. Are appropriate free telephone help lines/interventions available, in particular, to address specific aspects of women’s prior victimization such as rape crisis, domestic violence and others? **NCI does not house female offenders but avenues are available for our male inmates to report past victimization issues.**

14. Are prisoners encouraged to express any thought of suicide and/or self-harm, and encouraged to take part in all purposeful activities as part of the support plan? **Yes. This is communicated verbally and in writing through several different avenues.**

- a. Are prisoners given the opportunity and assistance to make a written contribution to their review? **Inmates can be given the opportunity to offer a written statement.**
- b. Are prisoners encouraged to identify their own support needs and are they able to draw on opportunities for informal support from other prisoners if they wish? **Inmates can freely request services from NCI service providers at any time. They can do so verbally and in writing.**

15. Are all staff, including night staff, fully trained in suicide prevention and clear on what to do in an emergency? **Suicide exercises are performed on all shifts for both Security and Medical departments. Other departments are often involved.**

- a. Is there a program of refresher training in place? **Training is constant and considered “on-going”.**
- b. Do staff have access to first aid kits and shears? **Yes. First Aid Kits and Cut down shears are available at Officer work stations.**
- c. If facility does not have a first night center, does night staff know where first night prisoners and those at risk are located? **Orientation inmates are all located in the A1 housing unit and is maintained there until all required information has been covered (which includes suicide prevention).**

16. Are incidents of self-harm closely monitored and analyzed at regular intervals to establish any trends and to implement preventive measures? **Yes. Requirements are mandated by ODRC policy.**
17. Are serious incidents properly investigated to establish what lessons could be learned and to promote good practice? **Yes. Each incident requires a quality assurance review for any possible breakdown or area of improvement.**
18. Where appropriate, are families or friends of the prisoner informed through a family liaison officer? **Families are notified when an inmate is admitted to a hospital after an attempt.**
19. Is an action plan devised and acted upon promptly as a result of an investigation into an apparent self-inflicted death? **Yes. The review of all staff actions includes a thorough review of all available video footage that is maintained for official record.**
- a. Is this reviewed following subsequent findings of an investigation? **Yes.**
 - b. Are there attempts to understand underlying causes and/or trends? **Yes. Trends are evaluated in order to prevent future attempts or problems.**
 - c. Have there been any reviews of recommendations from previous deaths in custody? **A thorough review was completed of the inmate...death that included interaction with State Patrol, Bureau of Medical Services, review of video footage (to include a complete second by second break down of staff response & rounds completed prior to the attempt) which resulted in formal administrative action.**
20. Is all information about prisoners at risk of self-harm or suicide communicated to people who are able to offer support in the community? **Yes. Referrals are attempted in advance of the inmate's release.**

ADDITIONAL ASPECTS OF THE INSPECTION

Entrance

The security staff at the front desk were professional, courteous and cordial. Screening was thorough and included checking the information at the post on the CIIC members and staff, as well as conscientious processing through the metal detector. The entire area in the entrance building was very clean and orderly, providing an excellent appearance.

On arrival, the CIIC team learned that the facility staff planned to have a farewell gathering for the Warden who was leaving his position to serve as South Regional Director at the DRC central office. The CIIC team was more than willing to proceed with the inspection without the Warden or other administrative staff present so that they could continue with their plans. However, the Warden and his staff did not hesitate to reschedule the gathering for the following day. The CIIC team truly regretted the unintentional interruption of the scheduled plans. However, the facility staff were more than understanding and accommodating. Their positive and cooperative attitude throughout the day was truly appreciated.

Institutional Grounds

The institution is set in the foothills of the Appalachian Mountains. The scenery from the institutional grounds is absolutely breath-taking. Overall, the institution was clean and well maintained. Beautiful flowers aligned many of the buildings on the compound, which were attributed to the horticulture program. Staff indicated that the facility is getting older, showing problems in the frames, doors and dorms. However, staff relayed that they have a “top notch” maintenance staff. With operational budget cuts, plus more inmates than ever, funds for maintenance and supplies are reportedly tight.

Pre-Inspection Meeting

A brief pre-inspection meeting was held to discuss the inspection plans and coordinate the schedule. CIIC staff provided the Warden with the questionnaire pertaining to Expectations used by the British Inspectorate of Prisons, as well as the questionnaire regarding progress made in implementing recommendations of the Correctional Faith Based Initiatives Task Force. The meeting also serves as an opportunity for administrative staff to relay any problems, issues, concerns, needs and/or areas of pride.

HOUSING UNITS

All housing units offer dormitory style living for the inmate population. Each of the five buildings has two floor levels, and both levels have their own separate entrance on the outside of the building. The buildings are named by letter, A through E, and each level is divided by number. The ground level of each building is known as one and the second level is referred to as two. On each level of each building, there are two separate dormitory areas lined with rows of bunk beds. Each dormitory is known by its direction, such as east and west. Bathroom facilities are located in every dorm, as well as telephones for inmate collect calls. Dayroom space is available for both dormitories, which includes televisions and seating for inmates. The officer's post is centered on every level, and separates each dayroom and dormitory. Each housing unit can hold 488 inmates, with 244 on each floor, separated by 122 in each wing of the dormitory.

Under 21 Housing

Noble CI staff indicated the belief that they are required by federal law to house those inmates under the age of 21 in the same unit. Therefore all under 21 inmates were housed in such a manner. Staff and inmates alike described the under 21 unit as a breeding ground for gang activity, where they gain strength in numbers. Inmates and staff alike cited the lack of common sense to house the age group together, when spreading them around throughout general population would reportedly weaken the negative forces.

On the inspection of the Belmont Correctional Institution, it was learned that they do not house all of the under 21 inmates in one housing unit. Instead, such inmates are in a designated row of each dorm, spread throughout the compound. In contrast to a very large volume of concerns expressed about the under 21 group at Noble CI, very few complaints were received from inmates or staff regarding these young offenders at Belmont CI. At Belmont CI, older inmates said that they merely leave them alone because they "listen to no one." **If Belmont CI's method of housing them together in a row, but in a dorm with older inmates, meets the federal requirement, then this method should by all means be considered by Noble CI and any other Ohio prisons who house all under 21 inmates in the same unit.** At Belmont CI, the inmates were notably polite and respectful, whereas at Noble CI, staff described the under 21 group as boldly disrespectful. **By dwindling the size of their group by spreading them around the compound, and providing them with more exposure to the other inmates' words and actions, they may be learning something positive through observation.**

The relevant DRC policy regarding the housing of under 21 inmates pertains to the National School Lunch Program. The policy states the following: ***"Institutions may participate in the Federal School Lunch Program if the under 21 years of age inmates are located in a distinct part of the housing unit such as a separate wing or area designated primarily for that population.*** In light of the language in the policy, all under 21 inmates do **not** have to be housed together in one unit. *They can and should be purposefully spread throughout the institution, though assigned to a designated area within different housing units.*

Unit A One

The A One housing unit is on the ground level of the building and consists of an east and west living area. Observations and communication received is noted below:

- A small group of inmates were observed in a room off of one of the two dayrooms playing cards.
- A bulletin board in the area had sexual assault information posted.
- Five benches are available for inmates to sit on, and many inmates were in the area watching television. Inmates in this dorm area were not permitted to have televisions, as they have in other housing units, as the institution has not completed the task of running wiring for televisions to be compatible for the recent digital conversion. It was reported that the institution is completing one bay in a housing area at a time. In addition to running the wiring for individual televisions, ideas about other possible incentives for the inmates, such as digital/satellite cable TV or access to video games, were mentioned. It was relayed that such incentives may help better manage the population, especially the younger inmates, which could also be taken away from an inmate if their behavior warranted such action.
- Laundry is done in the unit for inmates by laundry porters. Bedding is sent out to state laundry, which is also on the compound but outside of the unit.
- Inmates in A One East were the under 21 inmates. Staff reported that they receive federal funding for those inmates under 21 who eat in the inmate dining hall, and they lose money for those inmates who do not attend meals. Most of the under 21 inmates who communicated with the CIIC team relayed that they were previously in Ohio Department of Youth Services institutions. Inmates stated that the under 21 dorm was the “stupidest thing ever.” Inmates in the area also remarked that it is “dangerous to be white” and living in this particular dorm. Staff relayed that once the inmates in the unit turn 21, they try to move them out of the area as soon as possible.
- A One West also houses approximately 25 under 21 inmates. Unit staff relayed that some inmates earned the right to reside on the west side away from the other youthful offenders and some of the under 21 inmates were placed there for personal safety reasons.
- Unit staff relayed that there has been a recent issue with the under 21 inmates grouping up by their home city. Essentially, this has caused some of the inmates from smaller areas of the state to be on their own in the unit. In addition, staff commented that stealing is a big problem in the unit.
- A One West also has rows of 40 bunk beds that are used for orientation inmates that have just been transferred to the institution. Staff reported that they receive two to three loads of inmates per week, and that they try to get them out of the orientation unit as soon as possible so the new inmates are not victimized by other inmates. There were empty beds in the orientation area, but staff expected a new load of inmates that day, which could range from 12 and 40 new inmates.
- Inmates in the unit relayed no major concerns. However, facility staff were in close proximity to the CIIC team, which can affect inmate communication. In inmate communication was definitely impeded by the presence of other inmates. In one instance, for example, an inmate spoke to CIIC staff about personal safety concerns in the unit

until another inmate approached the bed area with an intimidating posture toward the other inmate. The inmate quickly changed the conversation to a totally unrelated subject

- Bathrooms in the unit were in serious need of cleaning. A rusty residue was found in the showers. Staff relayed that the showers are cleaned daily and that they have OPI cleaner and disinfectants.
- Overall, the unit was clean and orderly.
- The unit staff were most impressive as they spoke about how they manage their unique and sometimes very troublesome population of inmates. Some members of the CIIC team noted that facility staff in the unit appeared to have good control over the unit and the under 21 inmates. However, the reports of common thefts, as well as comments regarding predatory inmates, reports of black on white conflicts, and alignment of cliques by home city, certainly relate to basic safety and security issues. In such an environment, part of the solution is to maximize the ability for inmates to access staff in a confidential setting, and for staff to develop inmate confidence that staff can and will help them with safety and security problems in a way that will not bring harm to them from other inmates.

Unit C Two

Unit C Two is located on the second floor of the building, and resembles the lower level of the unit. Many inmates were sleeping on their beds upon entering the dorm. The others were eager to be heard about their concerns.

One of the predominate concerns in the area was about the lack of cleanliness in the bathrooms, as it was reported that they do not get the appropriate chemicals to properly clean the area. CIIC found an overwhelming stench of urine in the bathroom and it was evident that more frequent cleaning is needed, which should also include the showers as they were visibly dirty. In addition to the bathroom, some of the housing rows were described by CIIC team members as “disorganized,” and the bunk areas were described as “cluttered.”

A facility staff member indicated that they were out of informal complaint resolution (ICR) forms in the unit. ICR forms must be used for an inmate to use the first of the three step grievance procedure. However, the unit had plenty of kites on hand, which are a paper form used by inmates to communicate with a staff person at the institution.

Unit C One

The ground level of Unit C One was inspected. This unit resembles the same design and layout of the previous units. The area was quiet, though many inmates communicated concerns. Overall, the living area was clean, though there were some inmates with cluttered areas around their beds. In regard to the bathrooms, many of the toilets were leaking around the rims onto the floor. Conditions in the showers were also similar to the previous units, with a rust colored residue inside the showers.

Inmates alleged that in this particular unit, black inmates are denied bottom bunk assignments due to racial bias. Based on observation, a few black inmates had bottom bunks in the unit.

EXPECTATIONS QUESTIONS AND RESPONSES: RESIDENTIAL UNIT- OVERVIEW

1. Do prisoners live in a safe, clean and decent environment within which they are encouraged to take personal responsibility for themselves and their possessions? **Yes. Expectations are explained in the NCI Inmate handbook which is updated annually that covers how they are to dress, maintain their bed areas (and personal property) and overall sanitation expectations for the entire Institution.**

2. Are cells and communal areas (blocks, dorms, dayrooms) light, well decorated and in a good state of repair? **All common areas in the Institution are painted white with windows allowing in day light. It is required that common areas have detail cleaning on all three shifts, seven days per week. Living areas are open bay style housing which is inspected daily for sanitation, contraband or unauthorized inmate activity. Unit staff work together with assigned Officers to ensure any and all repairs (bed springs for example) is facilitated through the NCI Maintenance Department.**

3. Do all prisoners occupy accommodation that is suitable for the purpose and for their individual needs?

- a. Are there cell sharing risk assessments? **Formal inmate separations along with staff knowledge of inmate relationships in addition to medical restrictions and racial balancing to into placing inmates in the appropriate bed assignments.**
- b. Are cells sufficiently warm in winter and cool in summer? **Temperatures of inmate living areas are computer monitored. Assigned staff members also receive inmate feedback as well as personal observations in order to effectively communicate with the NCI Maintenance Department for any adjustments to the system. NCI also installed ceiling fans into the common areas and living areas to assist with air movement to ensure the quality of life for those incarcerated at NCI.**
- c. Are cells ventilated and do they have sufficient daylight? **Each housing bay is very well ventilated with the open bay structure, HVAC system installed along the walls and ceiling along with rear windows that may be opened for fresh air (at the discretion of the assigned Correction Officers). Each housing unit bay has three large windows to allow in day light from the back of each bay along with large windows in the front of each bay to capture day light coming from dayroom windows and doors. Each cell in Segregation has a window to allow in day light.**
- d. Do prisoners have their own bed, corkboard, lockable cupboard/locker box, and use of a table and chair? **Each inmate has his own bed, locker box and daily access to the tables and chairs located in the housing unit day rooms.**

- e. Are older prisoners in shared cells with bunk beds given priority for lower bunks? **Older offenders are given priority for bottom bunks although those inmates with a medically issued bottom bunk restriction will have the first priority when assigning bunks.**
 - f. Do shared cells have screened toilets? **Housing unit toilets have divider walls built in between each toilet. Two man Segregation cells do not.**
4. Are reasonable adjustments made to ensure that prisoners with disabilities and those with mobility problems can access all goods, facilities, and services? **Any concerns are routed to the Institutional ADA Coordinator (currently Maintenance Supervisor) for immediate evaluation.**
- a. Do prisoners with disabilities and those with mobility problems have ease of access to different locations and services? **Inmates with disabilities and those with mobility problems have direct access to all facilities and services throughout NCI. The physical structure and layout of Noble Correctional Institution allows for unlimited access to all services.**
 - b. Are older, infirm and disabled prisoners assigned to landings, which hold most of the communal facilities? **Inmates that may be older or disabled are assigned to housing units that have equal access to common areas while ensuring they reside on ground level floors for easy movement.**
5. Is there a system whereby nominated volunteer prisoners on each residential unit are trained to help less able prisoners and they are paid for this work? **Inmates are formally assigned into work positions that specifically assist inmates that may have a physical disability. The inmates in these positions are paid as an institutional job.**
- a. How are volunteers identified, trained and assigned? **Formal training is provided by the NCI Medical Department as to how to properly assist those inmates who may be wheel chair bound. This is an ACA requirement and was evaluated during this past year's audit.**
7. Is residential staff aware of prisoners within their care with disabilities and their location? **The NCI Medical Department updates their restriction roster regularly and this information is available to all employees through a link on the NCI web page.**
- a. Are safe evacuation procedures in place to assist those prisoners who may need help in an emergency? **Yes.**
 - b. Are there visible markers on cell doors? **Laminated floor maps are posted in each housing bay showing the exit points for the floor.**

- c. What system is in place to highlight to other staff that any prisoners with disabilities and/or mobility problems may need assistance in an emergency? **Inmates with mobility issues are traditionally housed in our B1 housing unit so inmates with issues are usually centrally located. Standard protocol for emergency removal from a housing unit requires the Officers to walk through each bed area and common area to visually clear the location.**
8. Do prisoners have access to drinking water, toilet and washing facilities at all times?
- a. Is water in the cells certified as drinking water, if used in this way for prisoners? **Yes. There are water fountains in housing bays. Toilets and sinks are available at all times except count times and limited activity during late night hours. The limit is the number of individuals in the area.**
9. Are age-appropriate risk assessments in place to ensure the safety of young adults from any other prisoners? **Inmates under the age of 21 are housed together as a group in A1 per the federal mandate of keeping this population housed together.**
- a. Are there single cell risk assessments? **Single cell housing is only applicable in Segregation and Inmate Health Services housing, not for general population. Inmates identified as at risk and for continued single cell housing require the appropriate DRC form to be completed for this to remain in place.**
 - b. What are procedures in any case where young adults are identified as posing a risk to others? **Any inmate thought to be “at risk” who have a protective custody packet completed and routed to the Warden for his/her review for the inmate’s continued management while at NCI or at any other institution. This may include a local (lock & job) or institutional separation.**
10. Do all prisoners have access to an in-cell emergency call button/bell that works and is responded to within five minutes? **Inmates in general population housing live in an open bay style housing structure so this aspect would be non-applicable. Inmates housed in Segregation do not have call buttons as they were removed over ten years ago. Inmate Health Services do have actively working call buttons.**
11. Do observation panels in cell doors remain free from obstruction? **Windows are free from obstructions. Inmates under a watch status would be placed into cells with a specially designed door allowing for tremendously increased viewing.**
12. Is there a clear policy prohibiting offensive displays, and is it applied consistently? **Written policy is ODRC 55-SPC-2 and is enforced daily.**
13. Are prisoners’ communal areas (activity and shower areas) clean, safe, meet the needs of the prisoner population, and effectively supervised by staff? **Yes.**

- a. Are there adaptations for older, infirm and disabled prisoners? **Any adaptations made would come down where the inmate is housed (ground floor) but structurally or furnishing there is no difference between the housing units.**

14. Do prisoners feel safe in their cells and in communal areas of the residential units? **Inmates are encouraged to report when they do not feel safe. When an inmate reports that he does not feel safe, he is placed in Segregation so his concerns can be investigated and a formal report is routed to the Managing Officer as to the findings.**

- a. Is there a suitable design of residential units e.g. good sightlines, and supervision in high-risk areas? **The design of the housing units is suitable and cameras have been installed along the back aisles to view inmate activity that is clearly out of sight. All activity is recorded and remains available to staff for review up to twenty days.**

15. Are notices displayed in a suitable way for the population? **There are several information boards through the institution to include ones in each housing unit.**

- a. Is adequate provision made for any prisoners who cannot read notices because of literacy, language, or eyesight problems or any other disability? **Any inmate who lacks in the area of reading can request assistance through any staff member. NCI offers a variety of educational opportunities.**

16. Are residential units as calm and quiet as possible both to avoid incidents and to enable rest and sleep, especially at night? **Housing units are calm considering the number of inmates housed. Staff presence monitors daily issues that create tension throughout inmate population.**

***EXPECTATIONS QUESTIONS AND RESPONSES:
RESIDENTIAL UNITS- CLOTHING AND POSSESSIONS***

1. Do prisoners have enough clean prison clothing of the right size, quality and design to meet their individual needs? **Yes. The NCI Quartermaster attempts to provide each inmate the amount of necessary clothing while making necessary repairs when the clothing becomes worn.**

- a. Are older prisoners provided with additional clothing and bedding, if required, without the need for medical permission? **Older inmates are not provided with additional clothing and bedding. If a medical issue exists, additional clothing/bedding can be issued upon the request of Medical Services or Unit Staff.**

2. Do prisoners have at least weekly access to laundry facilities to wash and iron their personal clothing? **Yes. Laundry is arranged in the housing units and the iron is available upon request.**

- a. Do they have access to laundry/exchange facilities outside the weekly rotation? **Arrangements are made when unusual circumstances are presented.**

3. Is prisoner property held in secure storage, and can prisoners access their property within one week of making a request? **Yes. All property withheld are maintained in a secure location and is returned to the inmate upon discharge from isolated housing.**

4. Are prisoners fairly compensated for clothing and possessions lost while in storage? **Inmates can be compensated through the utilization of the grievance procedure overseen by the Inspector of Institution Services.**

5. Is there a standard list detailing the possessions that women prisoners are allowed to keep, and used across all women's prisons? **Information is defined in ODRC policy 61-PRP-01.**

- a. Is there a standard list also employed for male facilities of the same security category?
Information is defined for male inmates in ODRC policy 61-PRP-01.

6. Are suitable clothes and bags available to discharged prisoners who do not have them? **Specific clothing is purchased for those inmates going home who do not have clothing to wear home. It is clearly different from the clothing that population wears as a security feature and so discharged offenders are not labeled by those in the community.**

7. Are facilities available before discharge to launder clothes that have been in storage for long periods?
Yes.

EXPECTATIONS QUESTIONS AND RESPONSES: RESIDENTIAL UNITS- HYGIENE

1. Are prisoners encouraged, enabled and expected to keep themselves, their cells and communal areas clean? **Yes. This is communicated through staff spoken communication, institutional orientation and stated in the inmate handbook.**

- a. Are older and disabled prisoners enabled to keep themselves and their cells clean?
The expectations are the same for all inmates.

2. Do prisoners have ready access to both communal and in-cell toilets, baths and showers in private? **Toilet and shower facilities have divided walls to separate users.**

- a. Are screened toilets in shared cells? **In general population housing but not in Segregation**
- b. Is there a shower cubicle adapted for use by older, less able or disabled prisoners as well as baths with grab handles? **Special shower chairs are available in the housing units for disabled inmates to use when they desire.**

3. Are prisoners able to shower or bathe daily, and immediately following physical activity, before court appearances and before visits? **Yes.**

- a. Is there access at any time during the day? **With the exception of institutional count times and times where the showers are deactivated.**

- b. Are older, less able or disabled prisoners helped to have a bath or shower every day? **Yes. Seven days a week.**
4. Do prisoners have access to necessary supplies of their own personal hygiene items and sanitary products? **Yes. Inmates maintain these in their possession.**
5. Is fresh laundered bedding provided for each new prisoner on arrival and then on at least a weekly basis? **Yes. Inmates are issued their bedding upon arrival to NCI and then each inmate is to ensure his bedding is laundered weekly according to his housing unit schedule.**
- a. Is there a system for the replacement of mattresses in operation? **Yes. The inmate is assigned a mattress for accountability purposes and if a situation presents itself, the inmate would address the need for a new mattress with his Unit Correctional Counselor.**
- b. Are clean pillows available for new prisoners as well as other bedding? **This is not applicable as pillows are now built into the mattresses that we receive from OPI.**
6. Is a prisoner's valuable property routinely security marked before it is issued? **Titled items are engraved by the Package Room prior to the issuance of the property to the inmate.**

SEGREGATION

Facility staff expressed great pride in their segregation unit, describing it as the "best and cleanest" in the state.

All meals are brought to the unit in bulk, and placed on a steam table area where inmate porters prepare the trays to be passed out to the segregated inmates. The inmate porters are supervised by a staff member as they handle the food and pass it out to inmates. Four inmate porters were observed preparing the trays in an orderly manner. The entire preparation area was clean and a staff member was present with the inmates.

Inmates were observed preparing lunch trays for the inmates in the unit. The area was clean where the trays were prepared, and a staff member was overseeing the process. It was reported that the food trays are placed in warming boxes, and then are taken down the ranges and passed out.

Staff relayed that the unit has a capacity to hold 94 inmates. There were 87 inmates in segregation, with 38 inmates in Disciplinary Control, 36 inmates in Local Control, and 22 inmates in Security Control status. The unit includes three ranges of cells (A, B, and C), and each range was reportedly designed to house inmates by their status in segregation. However, inmates on different segregation statuses were mixed together.

Four outdoor recreation areas were available for inmate use. Each range included two indoor recreation areas. Inmates were observed in the outdoor recreation areas. None of the inmates

were engaged in any activity in the area, even though a basketball hoop and ball are available for outdoor recreation. For security reasons, there is no net on the basketball hoop. The outdoor recreation areas have walls of cement block and a metal cage top. It was relayed that unless there is a reason an inmate has to have recreation alone, they are able to recreate with the inmate in their cell. In addition, it was relayed that on some occasions they may recreate with an inmate housed in another cell.

Inmates in the observed ranges expressed no major concerns, certainly indicating that they are well tended by staff. The majority of the inmates were doubled celled. Inmates that were in local control or on suicide watch were housed in a single cell. The cells include a bunk bed, shower, sink, and toilet. A segregation log sheet hung outside every cell door, one for each inmate housed inside the cell. The segregation log sheet keeps track of each inmate's meal, recreation time, access to cleaning supplies, and visits by mental health and medical staff. In addition, a log to track any damage to the cell also hung outside each cell with the segregation log sheet.

The ranges were extremely hot, even with a large fan in the hallway of each range. Many of the inmates had their mattress on the floor instead of their bed, as it was reportedly cooler for an inmate to sleep on their mattress on the floor.

Some cell visibility issues were noticed, as many inmates had the small shower window partially or completely blocked. However, all of the rectangular windows in the cell doors were found free of any items that would inhibit visibility. Some inmates had clothes lines hanging in their cell, made from fabric torn from their sheets. Concerns about the lines were relayed to facility staff.

Officers are to conduct rounds through the unit every 30 minutes of their shift, and such rounds must be logged. An electronic system was in place to log their rounds, but it was not in operation. Instead, a clip board hung at the end of each range for officers to initial and record the time of their rounds.

The unit includes two cells used for suicide watch. Both cells were extremely clean, and included a bed, shower, sink and toilet. Unlike the solid cell doors with a rectangular window, the safe cells have a metal bar front, with a heavy clear plastic covering for optimal visibility for officers observing the inmate on suicide watch. There was one inmate on watch who had been on suicide watch for five consecutive weeks.

In regard to religious services, staff relayed that the two Chaplains make weekly rounds in the unit to talk with any inmate who would like to speak with them. In addition, it was relayed that an Imam visits with Muslim inmates in the segregation unit.

Staff relayed that NCI handles many protective control requests. Many of the personal safety concerns expressed by the inmates is reportedly a result of being in debt with another inmate(s). It was relayed that staff try to work with the inmates regarding their concerns, and frequently switch out or exchange inmates with Belmont Correctional Institution and Southeastern Correctional Institution, who are also in segregation over personal safety issues. Staff shared that approximately half of the inmates "refusing to lock" (refusing their general population housing

assignment) will not come out of the segregation unit, even after staff work with them about their concerns.

QUESTIONS AND RESPONSES: CORRECTIONAL FAITH-BASED INITIATIVES TASK FORCE RECOMMENDATIONS

INFRASTRUCTURE

1. Is DRC/DYS being encouraged, wherever practical, to use faith-based and community programs that address documented criminogenic needs? How? By whom? **Yes. For example, Unit Management and Operations Management worked with a local volunteer group (made up of area church pastors) to develop and implement a program for the men to help them be better fathers. It is called “Inside Out Dads”. It is popular with the inmates and is coordinated by a Unit Case Manager but uses community facilitators from their home county. NCI will begin the third installment of this program in the next week as the first two have been very successful.**

- a. Is DRC/DYS in conjunction with the Governor’s Office of Faith-Based and Community Initiatives, making available to the faith community, examples of evidence-based programming shown to impact offenders’ lives? What examples? How are they being made available? **Yes. For example, Religious Services at NCI runs a faith based domestic violence recovery program and is currently involved in a longitudinal study on its success on lowering recidivism. The local domestic violence representative is supportive of this program and helps provide materials and expert support when needed. Also, ODRC has a faith based web site which outlines the importance of spiritual programs from the perspective of former inmates who benefited from them.**
- b. Is information being used and disseminated to faith-based and community organizations so that they provide programs that are evidence based and can truly impact the lives of ex-offenders and their families? **Yes. We are currently in the process of conducting an area search for new programs which can be provided through area churches. Two of these have much evidence for positive impact and they involve finances and families.**
- c. What is in place to ensure that the recommendation is implemented? **One of our Chaplains is also the volunteer coordinator at this prison and he is committed to this process. Within policy guidelines, if any community faith based organization wants to provide quality programming in this institution, it is accomplished in a timely manner.**
- d. What methods of program evaluation are being explored to further document program success? What methods are in place? **As stated previously, a longitudinal study is being done on one of the programs. Inmate and volunteer feedback is also encouraged and implemented.**

2. Is the DRC/DYS Director working with wardens/superintendents to develop programs that will facilitate a cultural change in institutions to encourage collaboration with faith-based and community service providers? How? What programs have been developed? **Yes. The Re-Entry “Going Home to Stay” initiative came from the Director’s Office. There have been many public forums held to promote faith based programming in the institutions, including a visit from a Federal Faith Based Director who shared several national studies on the effectiveness of faith based programming. At**

NCI, regular programs by volunteers are thriving in this environment because there is also excellent institutional support for them.

- a. Is the culture within the institution continuing to evolve to encourage community volunteers? Explain. **Yes. We continue to expand the use of volunteers and extend our programming in the Institution. We continue to work to contact area faith based sources in order to provide willing volunteers to provide pointed skill development along with spiritual training. At this time NCI is #2 in Ohio for approved volunteers on the DOTS statewide volunteer database.**
- b. How is the warden/superintendent supporting and encouraging a cultural shift and institutional change as a day-to-day practice to encourage community volunteers? **The Warden and Deputy Warden of Special Services have allowed the Chaplain (also the volunteer coordinator) to work on a committee to help develop a new state volunteer policy to make it easier for volunteers to work in prison. This Chaplain was also allowed to work with Central Office in developing a lesson plan and training CD in order to train all DRC staff in this new paradigm towards the utilization of volunteers.**
- c. How is the DRC/DYS administration working with wardens/superintendents to collaboratively develop protocols that will proactively assist with changing the culture? **It is our understanding that there have been many meetings with the faith based community interacting with administration and the Wardens to this end. The Wardens at NCI have been highly supportive and encouraging towards the continued development and evolution of faith based programs.**
- d. Have such protocols been developed? **Yes. These are covered in the new state policy 71-SOC-01 Recruitment, Training and Supervision of Volunteers. There has also been statewide training for all staff in regards to the new policy.**
- e. What are they? **There are protocols for recruitment which includes how volunteers contact the department, fill out applications, complete training, and are issued identification badges. There are protocols for volunteer categories and roles. There are protocols regarding problems volunteers may encounter in the institutions and how to address these problems. There are also protocols regarding volunteer discipline and volunteer reports.**
- f. Have policies been reviewed to determine if they might inhibit use of community volunteers, and have necessary changes been made accordingly? **Yes. This is what the volunteer committee achieved when the policy was updated on May 8, 2008.**
- g. What policies have been reviewed? By whom? **The ODRC policy 71-SOC-01, Recruitment, Training and Supervision of Volunteers was reviewed and updated. 76-VIS-01 Inmate Visitation was reviewed and updated. 72-REG-01 Institutional Religious Services was reviewed and updated. 72-REG-02 Religious Accommodations was reviewed and updated.**
- h. What policies have been changed so that they do not inhibit use of community volunteers? **71-SOC-01, Recruitment, Training, and Supervision of Volunteers has been changed.**

3. Has DRC/DYS developed a marketing plan to assist in recruiting volunteers from the community and faith-based institutions? **Yes. A video was created. A web site was created. Community forums were held throughout the state. Joint community outreach workshops continue to be held within state faith based organizations.**

- a. Does the plan discuss educating volunteers about the justice system? **Yes. This is done through the volunteer training both in the application process and on site orientation.**
- b. Is there a need to increase programming for incarcerated offenders to improve the likelihood they will be reintegrated into the community successfully upon release from prison? What programming exists? What programming is needed? **Yes. There are many programs throughout the state we can currently tap into. There is the issue of space and time considerations but immediate needs include parenting, family, marriage, finances, and morals and ethics training. Faith based organizations excel in these areas. Faith and spirituality integrate these areas quite well.**
- c. Is the faith community being encouraged to volunteer to provide programs and services to assist offenders in both the institutions and the community? How? **Yes. For example, one program through the City Mission in Cleveland provides Bible studies to the men in prison. They also visit the prison twice a year and interview men for their intensive aftercare live in program after incarceration. Some men are released by their court into this program. This program teaches computer skills and other job skills, as well as faith, spirituality, life skills, social skills, and other needed training so the men stay out of prison.**
- d. Has a marketing plan been developed to overcome the public's misperceptions of offenders? **Yes. The video for volunteers on the ODRC website link does this.**
- e. Has DRC developed an educational program to motivate the faith community to get involved in volunteering, including a video to educate volunteer groups about offenders and their needs in institutions? **Yes. The video for volunteers on the DRC website link does this.**
- f. Is information provided on how individuals and groups can volunteer in the prisons? **Yes. It is on the web link. We also have information at the Institution.**
- g. Does the marketing campaign include information on the needs of the adult/youthful offenders, information on how the justice system works, and information on the different ways to volunteer? **Yes. Also on the application, all the different ways to volunteer are outlined so the person can make a choice or choices.**

4. Has DRC/DYS developed a standard training program for staff, volunteers, and the community to facilitate working in institutions together? Explain. **Yes. There is a standard training manual for volunteers for the entire state. All DRC staff was trained in the last fiscal training cycle on the new volunteer paradigm for our prisons. The Web site includes information for the community on how to volunteer in our prisons.**

- a. Does the program include information on:
 1. Ethics of working with offenders? **Yes. It's part of the training.**
 2. Confidentiality issues? **Yes. It's part of the training and in policy.**

3. Ensuring safety and security of volunteers? **Yes. Institutional practice and state policy is explained.**
4. Working with volunteers? **Yes.**
5. Rules and regulations for volunteers? **Yes. It's part of the application process.**
- b. Does the program include information to volunteers on the security requirements for the institution, why the requirements are in place, and how to properly work with offenders? **Yes.**
- c. Has a standardized training program been developed for volunteers to facilitate their work in institutions? **Yes.**
- d. Has DRC/DYS established an orientation program for volunteers, held at preset intervals to allow community organizations to plan for the training as part of their program planning? **Yes. The state is divided up into clusters in order to better facilitate this training.**
5. Has Ohio law been revised to remove unnecessary and unreasonable collateral sanctions which inhibit offenders' successful reentry? **As far as this issue relates to Religious Services and Faith Based programming, yes. One example of this is the cooperation between institutions, the APA, and cities in regards to Citizen Circles, which are encouraged by multiple agencies.**
6. What improvements have been made regarding communication about programs and services between:
- Staff and volunteers? **Revisions in ODRC policies have been made to improve the volunteer process statewide, interconnecting institutions.**
 - Staff and the community? **Same as stated above.**
 - Other parts of the criminal justice system and the community? **Community linkage programs and policies are always under review for improvement. The new volunteer policy 71-SOC-01 outlines very well the new improvements in these areas. The recent forums and staff training were part of the result of this new venue.**
- a. What improvements have been made in effectively communicating among staff within the facilities, as well as with the community? **One example is the new state wide database system and statewide photo identification system. These systems allow much better communication among volunteers and institutional staff in regards to volunteering at multiple locations.**
- b. Has an improved communication mechanism been developed in order to ensure these efforts? **Yes. The statewide database system in DOTS and the statewide photo identification system are examples of this.**
- c. Has the system been developed collaboratively with staff and volunteers to address observed problems? **Yes, and volunteer feedback is continuously sought in order to keep this process of updating going. Also, volunteers are informed that they have access to and input on the writing of state policies.**

ALTERNATIVES TO INCARCERATION

7. Has the statute been revised to increase judicial use of community options for non-violent offenders so prison space can be reserved for violent offenders? **No. Community options exist, but expansion of these options was recently voted down in the Ohio Legislature, even as a cost saving measure.**

- a. Working with faith-based and community service providers, have programs been developed in the community to effectively provide treatment while protecting public safety? **We at NCI access some of these available. One is the City Mission of Cleveland. We need more of these programs.**
- b. Has the Ohio Criminal Sentencing Commission reviewed additional options to encourage judges to use these community options rather than sending non-violent offenders to limited prison space? **It is unknown if this is the case. It is believed that our State Legislature recently turned down ODRC's proposal to expand these options.**
- c. Have local probation departments prepared a listing of community options currently available for judicial use? **Yes. The Adult Parole Authority has shared this information with Chaplains and Religious Services on several occasions in the past few years.**
- d. Have faith-based and community programs contacted local probation departments through the Juvenile Court, Common Pleas Court, and Municipal Courts to inform them of programs and services available? Explain. **Yes. Several of our faith based volunteers over the years have worked directly with the courts on these issues and then translated their understanding into the programs they teach in the prison.**

8. Are faith-based and community programs being encouraged to supplement existing community and diversionary programs for offenders and to provide services that are not currently available? How? **Yes. The Benefit Bank and Community Resources lists many faith based organizations that are continuously helping former inmates with food, clothing, shelter, housing, job training, medical care, etc.**

- a. Is DRC/DYS working with community organizations and probation departments to expand services available for offenders? How? **Yes. An example of this is with the Benefit Bank. Many ODRC staff is being trained to work with this web site, including Chaplains.**
- b. Has a community model been created that will help meet the basic needs of offenders within the community? Is it being created? Explain. **Yes. The Benefit Bank and Community Resource Guide through Community Connection are two models that have been created.**

9. Has DRC/DYS taken a more active role in linking with the faith-based community to develop programs to meet the gaps in services to adult and juvenile offenders? How? **Yes. By getting involved with the Benefit Bank, encouraging volunteer groups to get involved, and by encouraging state agencies to continue to provide good information to the Department in this area, the gaps are being filled.**

- a. Has DRC/DYS reviewed current grant or subsidy programs to determine eligibility for faith community programs, in order to increase the number of faith-based and community programs available to judges for sentencing? **Yes. Grant bulletins are released several times per month which outlines various avenues for faith based organizations to get involved. These bulletins are released through the Governor's office as well as the Benefit Bank.**
- b. Following identification of funding sources, is DRC/DYS actively working with the Governor's Office of Faith-Based and Community Initiatives to provide information to these organizations on funding availability? How? What is in place? **Yes. DRC staff meets on a regular basis with this office and out of these meetings information is disseminated to the institutions. The Benefit Bank is one of the areas this information is passed.**
- c. Is the Governor's Office of Faith-Based and Community Initiatives providing technical assistance to the faith community to assist them in developing competitive applications for state and federal funding? **Yes. They have explained the breadth of this support in meetings with DRC personnel and state Chaplains.**

10. Has DRC/DYS, and Job and Family Services expanded efforts in partnership to work with employment centers and the faith community to increase practical employment opportunities for offenders in the community? Explain. **From the view of the prison, we have seen an increase in the number of services being provided, so yes, it seems as if this were happening.**

- a. Has a job placement program been implemented? **From the perspective of the prison, we have held job fairs where some inmates get hired. These fairs are in cooperation with local agencies, such as Job and Family Services.**
- b. Does it provide:
 - Information on job fairs to ex-offenders?
 - Education of businesses/employers on the benefits of hiring ex-offenders?
 - Incentives for employers to hire ex-offenders (i.e., tax breaks)?
 - Increased involvement of faith-based and community groups?
Yes. Many of the employers who are willing to hire inmates are also from the faith community.
- c. Is there collaboration between the DYS, DRC and Job and Family Services who started the employment centers in Ohio? In what way? **Yes. From the prison perspective, most of this involvement is important local contact information for jobs and services.**
- d. Has a program been implemented with the goal to get jobs for offenders upon release, and also to match them up with jobs of interest to the offenders, specifically ones at higher wages and skill levels, if possible? Explain? **Yes. These are the re-entry classes the inmates take at the prison prior to release. It is difficult to find jobs for this population. Most of them are unskilled, uneducated, and unmotivated. Since nearly all institutional programming is voluntary, there is no way currently to change this.**

- e. Has the DRC Omnibus Reentry legislation been enacted to reduce unnecessary sanctions in the law and thus made training more relevant? **We cannot provide the necessary information to answer this question.**

INSTITUTIONAL PROGRAMMING

11. Is DRC/DYS working with the faith community and faith volunteers to develop and expand programs within the institutions? **Yes.**

- a. Do current programs include the following? Are they being developed? Are they being expanded?
- Life skills? **Yes.**
 - Financial management and budgeting? **In process.**
 - Personal hygiene? **Yes.**
 - Family programs including:
 - Family and community-based orientation? **Yes.**
 - Family mediation? **Yes (new).**
 - Family education and orientation program? **Yes.**
 - Transportation and video conferencing for visitation? **Not at this time. It is our understanding that ODRC is progressing to this option in the very near future.**
 - Parenting? **Yes.**
- b. Dynamic risk factors that impact offender behavior and risk of re-offending include: antisocial personality, companions, interpersonal conflict, social achievement, substance abuse, and criminogenic needs. Treatment programs can influence and change offender behavior during the time they are in an institution. Programs that address criminogenic needs are programs designed to change offender attitudes, cognitions, behavior toward authority, employment instability, education, housing, and leisure time. Is DRC/DYS working proactively with faith-based and community groups in the development of programs that will meet the criminogenic needs of offenders in institutions? How? **Yes. We continue to develop and expand our pool of volunteers and the ensuing programs they bring with them with this development in mind.**
- c. Have specific life skills programs been developed in the following areas?
- Budgeting? **In process.**
 - Parenting? **Yes.**
 - Job searches? **Yes.**

- Anger management? **Yes.**
 - Appropriate leisure-time activities? **Yes.**
- d. *Is emphasis centered on using a mentor-type relationship for such training?* **Yes, when this is feasible.**
- e. Has legislation created a new community-based reorientation program whereby non-violent offenders could be released to the community up to 30 days prior to the expiration of their sentence to arrange for suitable employment, housing, treatment services, etc.? **No. Institutions have no control over when an inmate is released from his sentence.**
- f. Have video-conferencing opportunities for the families, particularly children of offenders, been expanded? Are they used as an incentive program? **Not at this time. We hope to get to this point in the near future.**
- g. Do volunteers facilitate the improvement of family relations through coaching in basic relational skills or involvement in family mediation programs? **“Yes” to relational skills but “No” to mediation programs at this time.**
12. Has DRC/DYS expanded partnerships with national organizations including faith-based and community organizations to provide programming in state institutions? Explain. **Yes. Prison Fellowship is one of the national organizations which provides material for both orientation and reentry of inmates. They also provide volunteers to teach this material throughout an inmate’s incarceration.**
- a. Does DRC/DYS have a stated plan for the extent of their involvement in prison programming that specifies any limitations seen as necessary? What is it? **Yes. Department policy is dictated to by the Federal Government’s Religious Land Use and Institutionalized Persons Act (RLUIPA). We are also dictated to in regards to our national accreditation standards imposed upon us by the American Corrections Association (ACA). Finally, we are under the state dictates of Administrative Regulations as well as state policy in regards to time, space, activity, supervision, and security concerns. All of these things limit our ability to expand programming.**
13. Does DRC/DYS involve the faith community when appropriate, in the development of release plans for the offender that flow from the institution to community reentry? Explain. **Yes. This is done especially with mentors.**
- a. Are community actors and organizations a part of reentry planning for those offenders who will shortly be returning home? Explain. **Yes. An example of this is when a representative from a county in Ohio comes and spends time with the inmates being released to the same county. He provides them with information and other assistance to help them successfully re-enter the community as a productive member of society.**
- b. The best ideas and programs will serve no purpose in helping offenders live out productive lives after their release if there is no effective community follow-through. Is there effective community follow-through? **Yes for a small percentage of inmates. Most inmates do not know they need help and do not ask for it.**
- c. Is there a mentorship program for offenders at your facility? **Yes.**

- d. Are faith-based and community volunteer groups actively developing such a program for participation by offenders at your facility? Explain. **Yes. Currently our Hispanic population is being served by one of our Catholic volunteer mentors who are developing aftercare and community help for them when they are released from prison.**

REENTRY PROGRAMMING

14. Have methods been developed to increase and encourage the involvement of the faith community in various reentry efforts, and to encourage collaboration among faith groups? What are they? **Yes. We meet with area ministerial associations from time to time outlining our needs. We also conduct mailings from time to time doing the same thing. We also invite area ministries to the prison to take part in workshops so they can get a feel of working in the prison environment.**

- a. What has been done to make the faith community aware of programs and training for the faith community's involvement? **Please refer to the statement above.**
- b. What has been done to create awareness among the faith community of the needs of ex-offenders and the avenues to get involved? **Since most of the community aftercare help agencies are faith based, there is not much need to educate them. They usually seek us out. There are many faith based entities out there who do not wish to have involvement with offenders or ex-offenders.**
- c. What effort has been made to inform the faith community of the needs of ex-offenders and volunteer opportunities available? **Again, most faith based organizations are already aware and if they are willing, they are either already involved or are engaging the process to become so. We do continue to meet with them periodically to aid this avenue of awareness.**
- d. Have leaders among the faith community been identified? How? When? **Yes. We continue to identify interested parties at community forums designed by Central Office to invite said parties to discuss further involvement with our agency.**
- e. *Have staff been used to accomplish this, using existing organizations, groups and established relationships? Explain.* **Staff who works in the large short term style institutions is extremely busy due to a large and constantly changing population of inmates. The Department has also cut many staff positions due to budget restraints in the past several years. The work load has not decreased. When we are able, we contact faith based community organizations to share our needs and seek assistance. Our best method is word of mouth, constant networking, and utilizing staff that are directly connected to the faith community.**
- f. Has this educational opportunity been extended to faith groups of all kinds? **Yes. However, those of the Christian faith are the only ones that have responded on any meaningful level. Other religions have not seemed interested in helping incarcerated felons from our particular facility. This is believed to be directly related to our geographic location.**
- g. Has an easily visible section been added to the DRC (or DYS) web site for the faith community that identifies different programming opportunities for volunteers? **Yes. The faith based web page link has information along these lines.**

- h. Does the section contain volunteer opportunities linked to specific communities in Ohio, including contact information for volunteer coordination within each department or institution as needed? **Yes. The state is divided into clusters and the volunteer coordinators at each institution in the clusters are identified. Volunteers can call and speak to real people who share their concerns.**

15. Are offenders informed of various housing options before leaving prison or immediately upon release? How is this done? **Yes. This is accomplished through the re-entry classes provided at the Institution. Such programming and preparation sessions are available to NCI population however very little desire to participate.**

- a. Although the offender is no longer in prison, he/she is still subject to housing restrictions due to the crime committed (i.e. sex offenders), which creates more difficult circumstances and specialized needs. Are seminars, with free legal or consultation services provided, along with increased involvement of the faith community? **Yes. Many of the faith communities who work with us are providing emergency shelter housing for these men. We provide the men with places they can contact to get legal advice on these issues. NCI also has a complete law library that is kept up to date with ORC information. There are also several of Ohio's institutions who are dedicated to working with certain groups of special needs inmates. Usually several departments are involved in working with these inmates as they prepare to release back into society.**
- b. Is legal advice in these situations available? Have partnerships been formed with local law schools to achieve this end? **We are not aware if this is available.**
- c. Are presentations by the federal Department of Housing and Urban Development provided to ex-offenders to provide information on their options upon leaving prison, and knowing how to navigate through the many restrictions placed on them? **Yes. We can give them a print out of the locations and phone numbers to contact for housing in the areas they are going home to.**
- d. How has DRC/DYS made better use of existing federal programs that aim to address the issue of housing? **ODRC provides the inmates with access to local agencies that can help with housing, such as section 8 housing, as well as provide other ancillary agencies that can provide furniture and food to put in these homes. Inmates have to show some initiative to help themselves.**

16. Has DRC/DYS partnered with grassroots and community organizations in an educational effort towards the general public aimed at decreasing the negative stigma of ex-offenders and making the public aware of the needs involved in the process of reentry? What has been accomplished and how? **Yes. Part of this was accomplished through the community forums, web site, video, and staff training. It continues to be accomplished through continued efforts to expand and educate the public on the societal needs within corrections. Many hands make light work as the saying goes.**

- a. What educational efforts have been made to:
- Assure the public that their best interest is at hand, that public safety is not at risk, but will improve with these efforts, and to
 - Inform the public of the many needs of ex-offenders to help them transition successfully back into society?
This is an ongoing project. Some of this education was shared recently at a symposium at a church in Columbus sponsored by the NABCJ. It is these types of public forums which are important in developing a spirit of cooperation and the development of a passion for those in prison. The current statistic is that 01 out of 07 people we meet in the community have been in prison. It affects all of us. Society projects a double sided expectation in regards to corrections. On the one hand, society wants the offender locked up and the key thrown away. On the other hand, society wants the criminal to be rehabilitated so he/she can return home. Somewhere in the middle are the bridges ODRC needs to continue to build through community and volunteer efforts.
- b. Are grassroots agencies and advocacy groups being made aware of and sold on this effort, so that they can help to market the increased public safety and reduced criminal justice costs associated with effective offender reentry? How? **Yes they are. ODRC continues to meet with local faith based organizations in order to expedite the filling of this gap. This is being done through community forums, informal meetings over coffee, phone calls, mailings, meetings with local ministerial associations, and answering calls from interested parties who have gone the extra few clicks to view the volunteer web page. We can do more, but if we as a state agency continue to cut personnel (including religious staff); it will be extremely difficult to meet this important expectation.**